

Hartford Hey Limited

Hartford Hey

Inspection report

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25 January 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hartford Hey is a residential care home which provides accommodation and personal care for up to 28 older people, some of whom have dementia. At the time of our inspection, 21 people were living at the home.

We found the following examples of good practice.

- People spoke positively about the home during the pandemic. Comments included; "This home is beautiful, it is also lovely and clean", "I see my daughter regularly and that means so much to me" and "I couldn't be better. I am really happy here."
- Relatives told us they had previously participated in garden visits and inside visits with screens in place. They said these were pre booked and well managed.
- We received lots of positive feedback from relatives we contacted. One relative told us; "I cannot speak too highly of how well the staff, residents and relatives morale has been managed and maintained during these anxious and frightening times." Another relative said; "The staff have worked tirelessly and professionally, going above and beyond the call of duty throughout this pandemic."
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID19.
- Staff had all received training to meet the requirements of their role and for the management of COVID19.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated.

Hartford Hey

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 January 2021 and was announced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.