

## Abbeyfield Wey Valley Society Limited

# Hatch Mill

### Inspection report

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10 November 2020

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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

Hatch Mill is a nursing home that provides support to people across two floors in one adapted building. Care is provided to older people with physical disabilities and long term medical conditions and to people living with dementia. Hatch Mill is registered to support up to 48 people, at the time of inspection 37 people were living there.

We found the following examples of good practice.

All visitors to the home passed through the porch where they were required to leave their contact details. Visitors were asked to use hand gel, wear a face mask and have their temperature checked before entering the main building.

People had contact with family and friends by telephone, video calls and window visits. Changes in visiting arrangements were communicated to people and their visitors on the organisation's website, by email and in person.

Staff worked in teams which were allocated to either the ground or first floor. Teams included care staff, housekeeping staff and kitchen staff. The activities coordinator ran separate events and social groups for people on each floor. Staff made greater use of electronic record keeping for shift handovers to maintain social distance.

New people moving into the home were supported to self isolate when they first moved in. Specific care staff were allocated to new residents, supporting them to settle in and reducing risks of cross infection.

There were equipment stations around the home for staff to have easy access to personal protective equipment (PPE) and to dispose of used PPE safely and quickly after use. The frequency and extent of cleaning activity had been increased throughout the home with extra attention to high contact areas.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Hatch Mill

## **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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 10 November 2020 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.