

The Salvation Army Social Work Trust

The Hawthorns

Inspection report

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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

The Hawthorns is a care home in Buxton, they are registered to provide accommodation and personal care for up to 34 people. At the time of the inspection there were 18 people living there, the provider had reduced their maximum occupancy to 27 to ensure people could social distance during the coronavirus pandemic.

We found the following examples of good practice.

- There were procedures in place to ensure visitors wouldn't catch or spread coronavirus when they entered the home.
- The home was visibly clean throughout and the provider had ensured there were enhanced cleaning schedules that included more frequent cleaning of high touch areas.
- People who moved into the home did so after a negative coronavirus test and followed guidance to isolate for 14 days.
- Personal Protective Equipment (PPE) was used safely.
- The registered manager and head of care had implemented a strategy to ensure people received safe care if they did experience and outbreak of coronavirus in the home.

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?

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

Inspected but not rated

The Hawthorns

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place. We were reassured of safe practices in relation to infection prevention and control.

This inspection took place on 17 November 2020 and was announced.

Is the service safe?

Our findings

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. The home was closed to visitors at the time of the inspection. Staff and professional visitors had their temperature checked, were provided with PPE and sanitising facilities before entering the building. There was a comfortable visiting room and undercover outside space for people to use with visitors when this started again.
- We were assured that the provider was meeting shielding and social distancing rules. Staff were ensuring people were social distancing where possible. We made suggestions to the registered manager to further steps they could take to enhance people's ability to social distance in communal areas.
- We were assured that the provider was admitting people safely to the service. The provider had a policy for new admissions during the coronavirus pandemic, these included ensuring people had negative tests before moving in and they and their relatives understood they would have to isolate for 14 days when they moved in.
- We were assured that the provider was using PPE effectively and safely. There was enough stock of PPE to ensure the home could cope if they had an outbreak of coronavirus. We saw staff wore PPE appropriately and were provided with guidance about to put on and remove PPE safely. Staff were provided with laundered uniform to change into when they arrived at work.
- 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. The home was visibly clean throughout, staff were provided with cleaning schedules which ensured high touch areas were cleaned more frequently than normal.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager and head of service had designed plans to have different zones of the home for people to stay in their bedrooms if they contracted coronavirus. Staff had completed training and were supported with on-going learning to ensure they understood the most up to date guidance for supporting people with coronavirus.
- We were assured that the provider's infection prevention and control policy was up to date.