

Banktop Securities Limited

# The Holt Retirement Home

## Inspection report

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07 April 2021

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Holt Retirement Home is a care home providing accommodation for nursing and residential care for up to 22 people. At the time of this inspection there were 17 people living at the home. People had access to communal areas. The home is built over two floors.

People's experience of using this service and what we found

We observed positive interactions between people and the staff. People received person-centred support and staff knew people well.

People were supported to maintain important relationships with friends and family. Relatives could have face to face visits using the indoor conservatory area that had robust cleaning procedures in place. For people whose relatives couldn't visit other options were available using technology such as phone calls and video calls.

All visitors had to wear appropriate personal protective equipment (PPE). In addition, complete NHS Track and Trace information, have a negative COVID-19 test result, have their temperature checked carry out hand hygiene prior to entering the home.

The home had ample supplies of appropriate PPE which was stored hygienically and kept safe. Staff were provided with appropriate areas to put on, take off and dispose of PPE safely.

The home was very clean and additional cleaning of all areas and frequent touch surfaces was in place such as handrails. These were carried out and recorded regularly by housekeeping staff. Additional deep cleaning was also carried out where required.

The registered manager had quality systems in place to check the home was providing safe care. There was robust communication systems in place to ensure staff received consistent updates in relation to infection control policy and practice.

Staff supported people's social and emotional wellbeing. Meaningful activities were adapted and taking place in smaller groups. The home had used different methods including information technology to assist communication.

For more details, please see the full report which is on the Care Quality Commission website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection

The last rating for this service was good on (15 December 2018 )

Why we inspected

We undertook this targeted inspection following concerns raised from an anonymous whistle-blower regarding COVID-19 management and peoples personal care.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. The service was rated good at the last inspection.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# The Holt Retirement Home

## 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.

This inspection took place on 7 April 2021 and was unannounced.

#### The inspection

This was a targeted inspection to check on a specific concerns raised about personal care and COVID-19 management.

#### Inspection team

One inspector carried out the inspection.

#### Service and service type

The Holt Retirement Home is a residential care home. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a registered manager. This means that when registered they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We spent time with people living at the service. We spoke with the registered manager, operations manager, seven care staff and domestic staff.

We reviewed a range of records. These included four people's personal care records, a variety of records relating to the management of the service, including audits and procedures were reviewed.

#### After the inspection

We carried out telephone interviews with seven members of the care staff and continued to seek clarification from the provider to corroborate evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. This meant people were safe and protected from avoidable harm. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

As part of CQC's response to the coronavirus pandemic we are also conducting a thematic review of infection control and prevention measures in care homes. The Safe domain also therefore contains information around assurances we gained from the registered manager regarding infection control and prevention.

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 home.
- 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 home 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.

We have also signposted the provider to resources to develop their approach.

Preventing and controlling infection

- The premises were clean and tidy.
- Cleaning schedules were in place and effective as well as Infection control audits. Systems and processes to safeguard people from the risk of abuse
- Staff had received safeguarding training and were able to appropriately identify and raise any concerns.
- Where safeguarding concerns had been raised, investigations and appropriate action was taken.

Assessing risk, safety monitoring and management

- People had personalised risk assessments which were regularly reviewed.
- Where risks were identified, care plans showed ways in which staff could reduce these risks.
- Regular environment checks, risk assessments and repairs were carried out to keep the home safe.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- There was a registered manager in post. Staff we spoke with told us the registered manager was approachable and responsive. Comments included; "They offer their unconditional support for us.", "Very reliable and approachable".
- The registered manager carried out regular checks on people's care and staff practices. One member of staff told us, "They come in on a night they're good, working with you. In the daytime they're in and out of the lounge and dining room checking things."
- The provider had a contingency plan to ensure minimal disruption to care in case of an emergency.
- Policies and procedures were current and in line with best practice.
- The provider had sent us notifications in relation to significant events that had occurred in the home.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong.

- The registered manager understood their duty of candour responsibilities and their management style was open and transparent.