

Quebec Hall Limited

# Quebec Hall Limited

## Inspection report

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13 January 2022

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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

Quebec Hall is a residential care home and was providing accommodation and personal care to 21 people at the time of the inspection. The service can support up to 22 adults.

Quebec Hall accommodates people in a large listed building. There are spacious grounds for people to enjoy which also contain a number of sheltered bungalows which do not form part of the provider's current registration.

We found the following examples of good practice.

People lived in a large, relaxed service with regular access to outdoor and space personal space. They were supported by regular staff and no temporary staff were used. This enabled staff to provide continuity of care.

People received support to meet their spiritual needs. As a Christian home people had regular opportunities to celebrate and practice their faith. This helped support people emotionally and alleviate some of the isolation people could experience during COVID- 19.

Risk assessments were in place to document any risks to people or staff who might be particularly vulnerable should they acquire an infection. Staff and people were fully vaccinated except for one person who had declined. This was clearly documented.

Staff were observed wearing, regularly changing and disposing of PPE correctly to reduce the risk of infection.

Visitors to the service were welcome, subject to a negative lateral flow test, normal temperature and adherence to wearing the correct PPE and social distancing. Up to three visitors a day were allowed, and the visitors policy was reviewed in line with changes to government policy.

The environment was well laid out with no clutter and regular cleaning took place. Although we were confident in the cleaning regimes and the use of PPE, we noted bins were not foot operated and did not have lids which could increase risk of infection. This was communicated to the manager for her urgent consideration. We found cleaning products stored in cupboards which were not locked. This could pose a risk to people if cleaning products were ingested.

We also found lateral flow tests were being used in line with government guidance, but staff were not routinely completing PCR tests which meant government guidance was not followed and increased the risks of infection being present without detection.

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

We always ask the following five questions of services.

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

Further information is in the detailed findings below.

**Inspected but not rated**

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## **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 prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 13 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We were not assured that the provider was accessing the correct level of testing for people using the service and staff in line with current government guidance. We have also signposted the provider to resources to develop their approach

