

RKL Care Ltd

# The Hollies Residential Home

## Inspection report

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06 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

The Hollies Residential Home is registered to provide personal and nursing care for up to 22 people across two floors. Nursing care is not provided at this service. 17 people were living at the service at the time of our inspection.

We found the following examples of good practice.

Staff were following the current government guidance in relation to infection prevention and control. The provider had arrangements in place to ensure people and staff were tested for COVID-19 in accordance with current government guidance. The provider was working with their local infection control team to ensure they continued to follow current national guidance on best practice for infection prevention and control.

There were restrictions on visiting the service. There was a system for visitors in place to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing. All visitors were screened for symptoms of respiratory or other infections before being allowed to enter the home. The provider had made arrangements for relatives to visit that reduced the risk of any infection coming into the service.

The provider had arrangements in place to help prevent the spread of COVID-19 and other infections. All staff received training on the correct use of PPE and infection control. The management team audited all their infection control practices to ensure staff were following them.

## 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**

# The Hollies Residential 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 6 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 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 meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- The service had visiting protocols in place and information was provided to all visitors to ensure they were familiar with the service's IPC procedures and PPE policy. The service was meeting the government guidelines in relation to visiting.

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 somewhat assured that the provider promoting safety through the layout and hygiene practices of the premises. Some areas of the home we saw were not clean. For example, window sills and wardrobes in some rooms were dusty, and some light pull-cords were not coated in plastic for more effective cleaning. Areas of the building fabric were lightly damaged and therefore not able to be cleaned effectively. We have asked the provider to review their cleaning schedules and protocols. We have also signposted the provider to resources to develop their approach.