

Wenham Holt Nursing Home Limited

Wenham Holt Nursing Home

Inspection summary

CQC carried out an inspection of this care service on 20 January 2021. This is a summary of what we found.

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

About the service

Wenham Holt Nursing Home is a care home providing accommodation with nursing and personal care for up to 50 people living with dementia, a physical or learning disability, or other frailty.

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

We were assured that the provider's systems and processes for identifying, assessing and managing risks were suitable to keep people safe and respect their freedoms. Appropriate processes were in place for risks relating to the premises and equipment, and for individual risks affecting people's safety, health and wellbeing.

The provider had made necessary changes to the service to protect people from the risk of the spread of COVID-19. We identified the following areas of good practice.

The provider had installed a visiting "pod" attached to a conservatory which allowed family visits to take place in a sheltered, enclosed environment. The conservatory doors made a floor to ceiling sealed screen with microphones and speakers to assist conversation. The visitor side had heating, refreshments and hand sanitiser, all of which could be cleaned or replaced between visits.

The provider had supported staff to maintain high standards in protecting people in their care against the spread of COVID-19. There were changing and showering facilities so that staff could wear scrubs while on duty. Their scrubs were laundered on site. This reduced the risk of the virus entering the home on people's clothes.

The provider helped staff who could not get home delivery of groceries by ordering food and cleaning products for collection at the home. The provider took steps to reduce the financial impact of government required measures such as furlough and self-isolation. This reduced the risk of staff contracting the virus outside of work. The provider took similar steps where part time staff could not work at Wenham Holt Nursing Home during the pandemic because they worked at another service and would risk transferring the virus.

Rating at last inspection

The last rating for this service was good (published 11 October 2017).

Why we inspected

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 where we needed to seek assurance. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

This targeted inspection was prompted by notification of an incident following which a person sustained a serious injury. A review of the incident concluded there were no grounds for CQC to take action in response to that incident, but we should seek assurances that the provider's risk processes were robust. A decision was made for us to inspect to examine those processes.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Wenham Holt Nursing Home on our website at www.cqc.org.uk.

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.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**