

HALE PLACE NEWS

ISSUE 03/21

MARCH 2021

Dear Friends of Hale Place

As restrictions on our liberty are eased, we can already see an uplift in people's spirits and a sense of euphoria is reverberating around Hale Place. Households are bubbled together, people are enjoying the company of others and family members, as well as the wide range of daily activities. It is full steam ahead towards a better life for everyone!

Pet Corner

This area has been in the planning for a while and eventually came to fruition in March with the introduction of two French Lop Eared rabbits (Gandalf The Grey and Rosie Cotton) and two Silkies (Kalisee and Cersai). Stanley (French Bull Dog) quickly accepted all our new residents and can be found walking and playing in Pet Corner where all animals roam free during the day.

All pets receive VIP treatment from three dedicated employees, (Sam, Elisha and Jess), who tend to their every need, seven days a week.

Residents enjoy walking the dogs outside the home, every day, and we are encouraging daily interaction with all animals. The rabbits love being handled and often fall asleep on residents laps, the silkies can be stroked but are still a little nervous and Stanley loves being fussed.



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CQC INSPECTION REPORT 8TH MARCH 2021

In keeping with our open culture, we are delighted to share our recent inspection report which highlighted our excellent, and consistent, infection control practice, throughout the recent pandemic.

Please note, these infection control inspections are not graded in the same way as regular inspections; the provider is either assigned, 'assured' or 'somewhat assured' or 'not assured'.

We believe that consulting and agreeing visiting arrangements with relatives, throughout the past 12 months, has set us apart from the majority of care providers, many of which have remained closed to visitors for over a year. Together we were able to agree a safe passage for everyone, without restricting people's liberty and connections more than was necessary. Thank you for working with us every step of the way.

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 using personal protective equipment 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 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 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 preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.

Summary of findings

Overall summary

Hale Place Farm House is a care home without nursing which is registered to provide a service for up to 13 older people who require assistance with personal care. At the time of the inspection 13 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from an adapted residence over two floors.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The staff facilitated in person visits in a manner which minimised the risk of infection spread, including outside visits, and visits using specially built outside visitor rooms.

The registered manager had plans in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available at stations throughout the service.

Visitors were asked health screening questions regarding COVID-19, received lateral flow tests for COVID-19 and were expected to sanitise their hands when they arrived.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

Staff ensured people's welfare had been maintained and they had sufficient stimulation through staff supported activities.