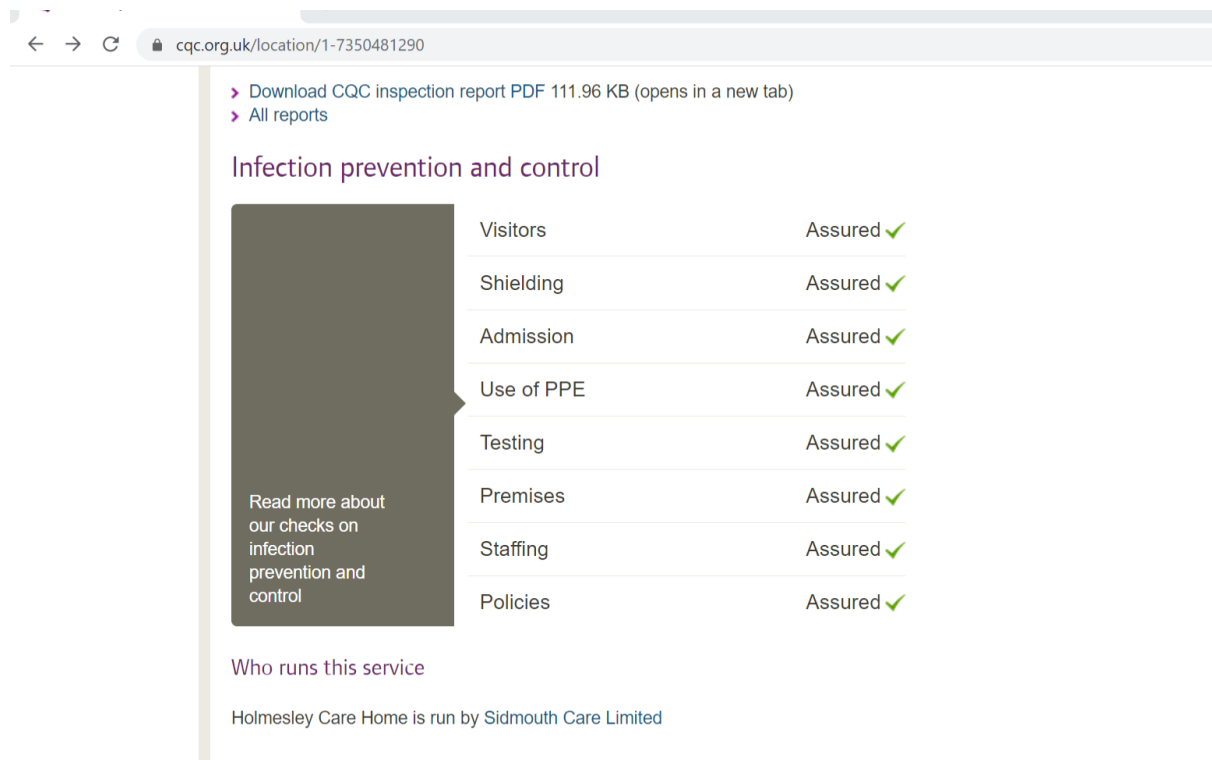


# Covid Compliant or Complacent?

By Eileen Chubb©

Recent events at Holmesley Care Home in Sidmouth raise serious questions about CQC Covid inspections. A recent outbreak of Covid spread through the home at an alarming rate affecting both residents and staff and resulting in a number of deaths.

We have confirmed that at the time of these events the home was rated fully Covid compliant by the CQC.



The screenshot shows a web browser window with the URL [cqc.org.uk/location/1-7350481290](https://cqc.org.uk/location/1-7350481290). Below the browser bar, there are links for 'Download CQC inspection report PDF 111.96 KB (opens in a new tab)' and 'All reports'. The main heading is 'Infection prevention and control'. A dark grey callout box on the left contains the text 'Read more about our checks on infection prevention and control'. To the right of this callout is a table with eight rows, each representing a different area of infection prevention and control, all of which are marked as 'Assured' with a green checkmark.

Visitors	Assured ✓
Shielding	Assured ✓
Admission	Assured ✓
Use of PPE	Assured ✓
Testing	Assured ✓
Premises	Assured ✓
Staffing	Assured ✓
Policies	Assured ✓

Who runs this service

Holmesley Care Home is run by [Sidmouth Care Limited](#)

However, the home, whilst being found fully compliant with Covid safety, which is a separate inspection, has at the same time been found to be dangerously unsafe overall.

The latest routine inspection report dated February 2021 rated the standards inspected as inadequate and noted,

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

*Shortly after our second day of inspection, the home reported an outbreak of Covid-19. As the outbreak progressed most of the people living at the home tested positive for Covid-19; some people died both at the home and following admission to hospital. Many of the staff team were also affected. Effective measures to prevent the spread of infection were not put in place at the beginning of the outbreak. We received concerns highlighting poor leadership decisions in relation to the management of Covid-19. There is a current Police investigation into the circumstances of the outbreak of Covid-19. No conclusions have yet been drawn. “*

The previous report from September 2020 refers to the fact that serious concerns had been raised about the home and CQC were given “*assurances*” that action had been taken. We consider “*assurances*” being given as hearsay, not as evidence to be relied on. If as stated above by CQC, effective measures were not put in place to stop the spread of Covid, why is the home rated Covid Compliant?

Too many times we see the early warning signs ignored, concerns raised in vain, safeguarding investigations that are no more than lip service.

Despite all the concerns and serious neglect CQC rated this home as Covid compliant and like all compliance regimes, it has failed to have any meaningful relevance to the actual care being delivered.

*“Why we inspected*

*The service was due to be inspected in the spring of 2020 as part of our regular planned inspections.*

*However, due to the Covid-19 pandemic the inspection was postponed. During the first few months of 2020 we received concerns about falls, staffing, care planning and risk assessment. The service was the subject of a whole service safeguarding investigation led by the local authority and involving a range of health and social care professionals. We were given assurances that actions were being taken to improve the service. A decision was made for us to inspect and examine those risks at the earliest opportunity, when it was safe for us to visit the home.”*

We can find no actual record of an inspection being carried out to judge the separate issue of Covid Compliance, could it be such judgements have been made via a phone call or other unevidenced method?

Eileen Chubb