

Accommodating Care Newent Limited

Highfields Residential/ Dementia Care Home

Inspection report

Culver Street
Newent
Gloucestershire
GL18 1JA

Tel: 01531821007

Date of inspection visit:
13 January 2022
26 January 2022

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18 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Highfields Residential/Dementia Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Highfields Residential/Dementia Care Home accommodates 27 people in one adapted house. There were 16 people accommodated when we visited.

We found the following examples of good practice.

Adjustments had been introduced to support visits from people's relatives and friends which included visits inside the home and using a visiting pod outside. All visits were on a pre-booked basis so staff could support safe visiting.

The provider had sufficient stock of Personal Protective Equipment (PPE) which was easily accessible to the staff. Staff had been provided with training in how to use and dispose of this safely.

The provider organised for people who used the service and staff to be COVID-19 tested in accordance with government guidance.

Admissions were only accepted following a pre-arranged and negative COVID-19 test. New admissions were supported to self-isolate in a designated bedroom before moving into their permanent bedroom.

Cleaning arrangements had been adjusted to support prevention of the spread of COVID-19 infection in the care home and future improvement was planned for the laundry area.

The service had ensured people's health needs had continued to be assessed and met during the pandemic. People had been supported to access vaccination for COVID-19 and the Flu.

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

Highfields Residential/ Dementia Care 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 and 26 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. Staff were following government guidance by supporting visitors to meet relevant COVID-19 checks before entry to the care home. This included a negative COVID-19 test result on the day of visiting and adherence with government guidance in relation to the wearing of Personal, Protective, Equipment (PPE).
- We were assured that the provider was meeting shielding and social distancing rules. People who lived with dementia were supported to socially distance, for example, staff ensured there were gaps between the seats people sat on in the communal rooms. Staff staggered their breaks to support social distancing.
- We were assured that the provider was admitting people safely to the service. People were only admitted following a negative COVID-19 test result and supported to self-isolate for an appropriate timeframe following admission.
- We were assured that the provider was using PPE effectively and safely. Staff had been trained in the use of PPE and in how to put on, take off and dispose of PPE correctly.
- We were assured that the provider was accessing testing for people using the service and staff. COVID-19 testing was taking place, both for staff and people using the service, in accordance with government guidance. There were arrangements in place to support people or staff who tested positive to COVID-19.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. Adjustments to the inside and outside of the premises had been made to support different visiting options. Effective cleaning arrangements were in place to reduce the risk of infection spreading.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The service had a COVID-19 outbreak management plan in place and managers knew who to contact for advice and support in the event of an infectious outbreak in the care home.
- We were assured that the provider's infection prevention and control policy was up to date. Managers completed practice monitoring observations and completed relevant audits which helped them to identify any shortfalls in their infection prevention and control (IPC) arrangements. There was evidence of the provider planning for future IPC improvements; for example, changing taps to a wrist operated style.
- The provider was supporting different ways for people to remain in contact with their relatives and friends. These included visiting in people's bedrooms or visiting behind a full screen in a designated area of the care home. Outside visiting was supported using a visiting pod, parked up against a window with a two-way microphone. People were able to go out with family members on a risk assessed basis.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.