

Miss V Etheridge

# Heronlea Residential Home

## Inspection report

Mill Lane  
Witton  
Norwich  
Norfolk  
NR13 5DS

Tel: 01603713314

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19 January 2021

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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

Heronlea is a residential care home which provides accommodation and personal care for up to 13 people.

We found the following examples of good practice:

The service was proactive in closing doors to visitors prior to the first national lockdown to help keep the people who lived at the service safe.

The service was proactive in securing good stocks of personal protective equipment (PPE) including shoe protectors and overalls, above what was required by guidance. There were good systems in place to ensure appropriate use.

People who lived at the service with dementia who walked with a purpose were cohorted in a specific lounge when they tested positive for COVID-19, with staff support to keep them safe.

One of the entrance halls was changed to make a suitable area, with a plastic screen, for relatives to visit people who lived in the service, safely.

## 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**

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## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 January 2021 and was unannounced.

# Is the service safe?

## Our findings

S5  How well are people protected by the prevention and control of infection?

- We were assured that the provider was meeting shielding and social distancing rules.
- 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 making sure infection outbreaks can be effectively prevented or managed.

Areas that we were somewhat assured included:

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections because the procedure for allowing visitors to enter the service was not always followed. People who lived in the service also did not have risk assessments/care plans which covered visiting and the impact of COVID-19 on their social needs and wellbeing.
- We were somewhat assured that the provider was accessing testing for people using the service appropriately as they had not assessed people's capacity to consent to individual decisions about being tested regularly for COVID-19 in line with legislation.
- We were somewhat assured that the provider's infection prevention and control and COVID-19 policies, procedures, risk assessments and plans were up to date with latest guidance and covered all risk areas identified. These needed bringing up to date to ensure people who lived at the service were not at risk.

We have also signposted the provider to resources to develop their approach.