

Malhotra Care Homes Limited

# Heatherfield Care Home

## Inspection report

Lee Street  
Annitsford  
Cramlington  
Northumberland  
NE23 7RD

Tel: 01912504848

Date of inspection visit:  
29 October 2020

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18 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Heatherfield Care Home is a nursing care home providing personal and nursing care to up to 74 people. There were 72 people living there at the time of this inspection, including younger people with physical disabilities, people with nursing needs and people living with dementia.

We found the following examples of good practice.

There were appropriate measures in place to prevent visitors from spreading infection. All visitors had to wear appropriate personal protective equipment (PPE), sanitise their hands, complete a track and trace form and had their temperature checked prior to entering the home.

The provider was following national guidance for anyone moving into the home and new admissions were carried out safely.

The home was divided into three distinct units with PPE stations at each crossing point which helped to prevent cross infection. People isolating in the dementia care unit had their own dedicated care and housekeeping staff who supported all their needs.

There was PPE at frequent places throughout the home and clear signage was in place regarding the correct use of PPE. Staff had received appropriate infection prevention and control training.

At the time of this visit, local restrictions on non-essential visiting were in place so alternative measures such as telephone and video calls were being used.

The premises were very clean. Additional cleaning was taking place including frequently touched surfaces such as handrails.

We were assured that this service met good infection prevention and control guidelines.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures.

**Inspected but not rated**

# Heatherfield 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 29 October 2020 and was announced.

# 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 preventing visitors from catching and spreading infections.
- 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 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's infection prevention and control policy was up to date.