

High View Care Services Limited

High View Care Services Limited - 161 Croydon Road

Inspection report

161 Croydon Road
London
SE20 7TY

Tel: 02086599488

Date of inspection visit:
28 August 2020

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22 September 2020

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

High View Care Services is a 'care home' for adults with brain injuries, mental health and substance misuse needs. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The service can accommodate up to 12 people in one adapted building.

We found the following examples of good practice.

- The provider gave visitors information about infection control procedures before they visited the service to prepare them. The service booked visitors in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors.
- Visitors were provided with a face mask and alcohol gel was available to sanitise their hands. Visitors usually did not enter the home at all to reduce the risk of infection transmission, instead visits occurred in the garden.
- Sanitised seating with protection from the rain was provided in the garden.
- Staff checked the temperature of all visitors on arrival and asked whether they had any symptoms of covid-19 or had travelled to any high-risk areas recently.
- All staff received training in infection control, including how to don and doff PPE. Staff followed suitable infection control guidelines including the way they used PPE.
- The provider had a 'pandemic team' of managers who met weekly to review guidelines and ensure contingency plans were in place for any further spike in coronavirus cases or seasonal pressures.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Infection control and prevention at the service followed good practice guidelines.

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 28 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.