

# Community Integrated Care Heartly Green

## Inspection report

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16 February 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

Heartly Green provides a 30 bedded residential unit on the ground floor for older people who require support with personal care. The registered provider (Community Integrated Care) has a service level agreement to also supply care staff on the second floor, which is an intermediate care (IMC) unit ran by Salford Royal NHS Foundation Trust. The IMC unit is managed by the NHS, who also supply the nursing and therapy staff. Community Integrated Care hold the responsibility to manage the care staff on both floors. There were 20 people living in the residential unit at the time of the inspection.

We found the following examples of good practice.

Care staff were managed appropriately and did not mix between floors. When agency staff were required, they were block booked, they needed to take a COVID-19 test and had were required to have their temperature taken before entering the building to work.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. The premises had visible signage throughout to inform people and visitors of COVID-19 risks and IPC practices. All visitors had their temperatures checked and were required to complete a risk assessment before entering.

Cleaning regimes and products had been changed to ensure robust processes were in place and that the products were suitable for COVID-19. Cleaning had been increased throughout the service.

Donning and doffing stations were situated in the service and personal protective equipment (PPE) was available throughout the building. Staff had received training in IPC and PPE in relation to COVID-19.

Social distancing was promoted within the service by moving furniture in communal spaces and staff monitored people to ensure social distancing was adhered to. Risk assessments were in place for social distancing practices.

## 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**

# Heartly Green

## **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 16 February 2021 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 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.

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

- Cleaning regimes had increased and some checklists were used, however a specific checklist for high touch surfaces was not in place.
- Staff had a designated area to get dressed into their uniforms, however, this was not suitable for infection control. The registered manager changed the designated area to a more suitable area on the day of the inspection.