

Hawthorne Care Limited

Highbury Residential Home

Inspection report

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02 February 2022

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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

Highbury Residential Home is a care home that provides accommodation to people requiring nursing and personal care. The service is registered to support up to 27 people. At the time of inspection there were 24 people living at the service.

We found the following examples of good practice.

The registered manager was implementing changes to the service and improvements were being made. We observed staff wearing personal protective equipment (PPE) consistently in accordance with government guidelines.

Robust systems were in place to ensure safe visiting to the service. We saw evidence lateral flow tests and COVID-19 vaccination status of visitors were checked before they were allowed into the service.

A visiting area had been designated in the service so people could safely see their family and friends.

The service was clean and high touch points and COVID-19 specific cleaning schedules were in place.

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

Highbury Residential 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 recent outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 2 February 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 observed people were not always supported to socially distance in communal areas. We spoke with the registered manager about this to carry out risk assessments to ensure people's individual needs were considered.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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.
- People were receiving visitors. The service had designated an area where people could safely see their family and friends. The service had arrangements in place to ensure appropriate checks were completed prior to the visitor coming in. The area was cleaned after visitors left to ensure the risk of contracting and transmitting COVID-19 and other viruses were minimised.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- People had COVID-19 care plans and risk assessments in place, but more detail was required to provide staff with thorough guidance around how to support people safely. The registered manager was receptive to this and acknowledged improvements could be made.

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