

Vivo Medical Care Limited

High Meadows

Inspection report

High Meadow Close
Pinner
HA5 2HD

Tel: 02088681618

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10 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

High Meadows is a residential nursing home providing personal and nursing care for up to 45 people. The service has four units, however, one of the units with six beds, is not currently in use. At the time of our inspection 29 people were living at the service.

We found the following examples of good practice.

Staff and people using the service had COVID-19 risk assessments. However, the COVID-19 risk assessment for staff was a general one and the COVID-19 risk assessments for people who used the service did not have risk indicators such as age and ethnicity. The provider took immediate action and emailed us updated risk assessments after the inspection.

The provider had clear procedures for visitors to help ensure infection was controlled and prevented. Information around infection control was well signed around the building and the provider undertook a number of checks before anyone entered the building. This included visitors completing a form, lateral flow testing and evidence of receiving vaccinations, as required.

The provider completed risk assessments for social distancing. We saw the environment and layout helped to promote social distancing and open windows helped to ventilate rooms. Staff worked in cohorts and zones to help reduce the spread of infection. People were supported to go out both independently and with others and return safely to the home. The provider had procedures in place to safely admit new people to the service and it was clear when people were isolating.

Staff and visitors wore and disposed of personal protective equipment (PPE) appropriately. Training records showed staff had completed training around infection control, and the managers undertook daily checks to ensure staff were wearing PPE correctly and following infection control guidelines. Team meetings and supervisions also indicated infection control was discussed.

Everybody in the home participated in regular testing. The provider followed the government guidance and supported people to test and isolate as required. The provider responded appropriately to people with positive test results. Information was shared with relevant agencies such as the local authority and healthcare teams to help ensure people received the treatment they needed. People and staff had received vaccinations to help keep them safe.

We observed the home was cleaned to a good standard and the provider followed enhanced cleaning procedures. Cleaning schedules recorded when cleaning had taken place and were audited monthly to help maintain a good standard of cleanliness and help reduce the risk of infection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

High Meadows

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 10 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

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 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.

Visiting in care homes

The provider followed current government guidance and supported people to see visitors. The provider had identified essential care givers for some people and told us they would do this for everyone. Visitors generally met with people in their rooms or the garden. There was also a dedicated visitors' room if people wished to use it.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.