

# Dhillon Care Services Ltd

# Highview Home

## Inspection report

12 Priory Road  
Dudley  
West Midlands  
DY1 4AD

Date of inspection visit:  
23 November 2020

Date of publication:  
23 December 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

### About the service

Highview Home is a residential care home registered to provide personal care for up to 23 people. Support is provided to older people and people living with dementia. At the time of inspection there were 22 people living at the home.

### People's experience of using this service and what we found

We received information raising concerns about infection prevention and control in relation to the COVID-19 pandemic. This included concerns about staff not wearing the appropriate PPE and how relatives were supported to visit people.

We found people were not always protected from the risk of infection due to poor infection prevention and control systems. Some staff were not wearing PPE in line with the latest guidance. PPE was not available to staff when they first arrived at the home. This meant they had to walk through communal areas before putting on their PPE.

There was no screening of people visiting the home to assess if there were any increased risk or if they had symptoms of COVID-19. Isolation periods for new people who were admitted to the home were not followed in line with guidance.

We found one communal area was being decorated and was out of use. There had been no consideration of how people could be supported to socially distance in the other areas of the home. There was lack of understanding of good practice guidance in relation to laundry and domestic activities.

People and staff were supported to access regular COVID-19 testing.

### Rating at last inspection

This service was registered with us on the 17 April 2020 and this is the first inspection.

The last rating for the service was under the previous provider Mr Gordon Nuttall, the service was called The Keepings and was good, published on 11 December 2019.

### Why we inspected

We undertook this targeted inspection to check on specific concerns which we had received about infection control risks. A decision was made for us to inspect and examine those risks. CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance the service can respond to coronavirus and other infection outbreaks effectively.

We found evidence that the provider needs to make improvements. Please see the safe section of this report.

#### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a breach in relation to safe care and treatment at this inspection in relation to infection prevention and control.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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 not assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Highview Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control. At this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

Highview home is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

#### During the inspection

We spoke with six members of staff including the registered manager. We carried out observations of the environment and infection control practices.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed the infection control policy, cleaning schedules and COVID-19 risk assessment.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check the infection control practices in the home. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- When staff entered the home there was no Personal Protective Equipment (PPE) available to them. This meant they had to walk through communal areas to put on their masks. This increased the risk of infection spread during the current pandemic.
- Some staff did not wear PPE in line with current guidance for preventing the spread of COVID-19. We saw one member of staff moving through communal areas without wearing a mask, one wearing a mask under their nose and one wearing a mask under their chin.
- There was no screening in place when people visited the home to assess if people had symptoms of COVID-19 or had been in close contact with someone symptomatic or with a positive test result. The provider had not taken action to mitigate the risk in relation to visitors.
- Domestic staff did not work weekends and care staff had the responsibility for cleaning on these days. There was no evidence cleaning had occurred on one day at the weekend. There was no evidence frequently touched points were cleaned regularly in order to reduce the risk of infection.
- Laundry staff were not clear on what action to take if a person became symptomatic or had COVID -19.
- When new people came to live at the home they were not supported to isolate for the recommended period. The current government guidance was not followed which meant there was an increased risk of spreading infection.
- The main communal area was being redecorated. During this period an alternative area was being used. People had not been supported to socially distance and there had been no risk assessment to consider mitigation of risk whilst the decoration was being carried out.

Due to poor infection control practice at the service people were placed at risk of harm. This is a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

- The provider was accessing regular testing for people using the service and staff.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  Infection control and prevention was not being carried out in adherence to current government guidance to reduce the risks of COVID 19 infection.

### **The enforcement action we took:**

We issued an urgent notice of decision to impose conditions on the provider's registration.