

Caring Homes Healthcare Group Limited

Heffle Court

Inspection report

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13 October 2020

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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

Heffle Court is a nursing home that provides personal and nursing care for up to 41 older people. At the time of inspection there were 37 people living at the service. People were living with a range of needs and most people were living with dementia.

We found the following examples of good practice.

The provider had purchased several Chromecasts and iPads for the service to use. People were supported to use these to watch musicals, see virtual tours, play quizzes and attend virtual church services, as well as keeping in touch with relatives.

There were clear visitor policies for relatives. There was the facility for garden and indoor visits to take place in designated areas of the home. These areas were able to be accessed through the garden gate and were disinfected after each use. Visits to the home were dependent on the home's current COVID-19 status.

The registered manager had identified an area of the home to be used to isolate people, should an outbreak occur. This area of the home was an extension to the main building with its own living room, kitchenette and bedrooms. The registered manager told us that this area would have its own designated staff team if in use.

The provider had set up a closed social media group for staff. This enabled staff across the provider's care homes to communicate with each other, get support and ideas as well as keep up to date with best practice guidance. The regional manager told us this had been created to support staff to feel part of the organisation and to be able to raise any concerns during the pandemic.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Heffle Court

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 13 October 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

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 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.