

Heathcotes Care Limited

Heathcotes (Wigston)

Inspection report

The Vicarage
Bushloe End
Wigston
Leicestershire
LE18 2BA

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Date of inspection visit:
09 December 2020

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28 January 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Heathcotes (Wigston) is registered to provide accommodation and personal care for up to eight adults with learning disabilities and autism. At the time of our inspection there were six people using the service.

We found the following examples of good practice:

- Visitors followed the provider's infection prevention and control procedures which included temperature checks, hand washing and sanitising and wearing PPE (personal protective equipment).
- People using the service were risk assessed to ensure that if they did see relatives and friends this was done as safely as possible.
- People using the service socially distanced. Communal areas had been re-configured to make it easier for people to do this.
- Where necessary people's one-to-one hours were increased to reduce the risks of social isolation and enable them to leave the service accompanied by staff for exercise.
- Staff who previously worked at another of the provider's services on the same site no longer did this to ensure infection prevention and control guidelines were followed.
- Systems were in place to shield and isolate people where necessary considering their rights and best interests.
- Staff were trained in infection prevention and control. Essential face-to-face training in restraint was provided in a socially distanced format.
- Staff were regularly tested for COVID-19. People were risk assessed regarding testing as not all wanted to take part in the testing programme.
- The premises were well-ventilated, clean and hygienic. Staff used effective cleaning products to prevent and control infection.
- Staff had supervisions and meetings to support their well-being and keep them up-to-date with the latest IPC guidance.

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

Inspected but not rated

Heathcotes (Wigston)

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 December 2020 and was unannounced.

Is the service safe?

Our findings

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 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.
- We were mostly assured that the provider was using PPE effectively and safely. One member of staff was not wearing a mask when we arrived at the service. The provider immediately addressed this and by the end of our inspection visit all staff were wearing masks.

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