

Mrs Gillian Waller

Highmead House

Inspection report

153 Finedon Road
Irthlingborough
Wellingborough
Northamptonshire
NN9 5TY

Tel: 01933650244

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05 November 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

Highmead House provides accommodation and personal care for up to 32 older people with a range of age-related conditions including frailty and dementia. At the time of inspection there were 26 people living in the service.

We found the following examples of good practice.

- Sufficient stocks of Personal Protective Equipment (PPE) were in place including masks, gloves, aprons, hand sanitiser and visors. Staff were wearing this appropriately on the day of the inspection. Portable handwashing stations were in use.
- Infection control policies reflected the current national guidance and had been reviewed regularly. Cleaning schedules had been increased to ensure touch surfaces were cleaned regularly and additional cleaning to maintain good hygiene standards.
- People living in the service and staff were being tested regularly. This was to ensure if any staff or people had contracted COVID-19 and were asymptomatic, this was identified and acted upon in a timely way.
- There was a clear process for visitors, which included a risk assessment, temperature check and the wearing of PPE. The environment for visitors was COVID-19 secure and followed national guidance for visitors to care homes.
- Staff had received training in the use of personal protective equipment (PPE), and we saw this was accessible throughout the home and staff used it in accordance with the most up to date guidance.
- There was a clear procedure in place, in line with national guidance to ensure people were admitted to the service safely.

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?

Further information is in the detailed findings below.

Inspected but not rated

Highmead House

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 outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 5 November 2020 and was unannounced.

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 not assured of the infection control procedures for the laundry room. This included storage of soiled laundry for people who were COVID-19 positive and the environment. The flooring required attention to ensure staff could clean it effectively to promote good infection control practice.

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