

Heatherdale Healthcare Limited

# Heatherdale Healthcare Limited

## Inspection report

204 Hempstead Road  
Hempstead  
Gillingham  
Kent  
ME7 3QG

Tel: 01634260075

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09 December 2020  
16 December 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

### About the service

Heatherdale Healthcare Limited is a residential care home providing personal and nursing care to 34 older people at the time of the inspection. Some of the people living at the service were living with dementia. The service can support up to 43 people. The service is provided in a purpose built building over two floors.

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

People told us they were happy living at the service. One person said, "They are very pleasant. I feel well looked after and am happy to be here."

There were suitable measures in place to reduce the risk of infection. For example, staff had access to personal protective equipment (PPE). Staff were using PPE correctly and in line with current guidance. Some policies and risk assessments needed updating. However, this was addressed during the inspection.

There were enough staff to support people. Staff had been recruited safely to ensure they were suitable to undertake their role supporting vulnerable people.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 20 February 2020).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection control and staffing. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

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.

### Follow up

We will continue to monitor information we receive about the service until we 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?

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### Inspected but not rated

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## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection on a specific concern we had about infection control and staffing.

#### Inspection team

The inspection team consisted of two inspectors. One inspector visited the service. The other inspector reviewed documentation off site.

#### Service and service type

Heatherdale Healthcare Limited 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

We gave a short period notice of the inspection to check infection control protocols prior to entering the building.

#### What we did before the 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 sought feedback from the local authority and professionals who work with the service. We reviewed information we had received about the service since the last inspection. We used all of this information to plan our inspection.

During the inspection

We spoke with two people on the telephone about their experience of the care provided. We spoke with five members of staff including the registered manager, operations director, senior care workers, care workers and domestic staff. We reviewed a range of records. This included one person's care records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of 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 a specific concern we had about infection control and staffing. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were enough staff to meet people's care needs.
- The provider had reduced the number of staff at night as the number of people living at the service had reduced. However, they had not checked there remained sufficient staff to evacuate people safely if there was an emergency such as a fire. During the inspection the provider immediately increased night staff levels and arranged for a fire safety check to ensure staff levels at night were safe.
- People were being supported to isolate in their rooms and told us there were enough staff to meet their needs. One person said, "They are very busy but they have time when I need it. The response varies a little bit but most times they are quick."
- Checks had been undertaken before they started, to make sure staff were suitable to work with vulnerable people. For example, appropriate references were sought and Disclosure and Barring service (DBS) checks had been completed which helped prevent unsuitable staff from working with people who could be vulnerable. Checks had been completed to ensure nurse staff were appropriately registered with Nursing and Midwifery Council.

### Preventing and controlling infection

- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The providers policy stated, where people walk with purpose a behavioural assessment and care plan should be in place. An incident report noted that one person, who had tested positive for COVID-19, had a 'history of wandering'. There was no information about this in the person's care plan and a risk assessment had not been completed. We raised this with the registered manager and the risk assessment was put in place during the inspection.
- We were assured that the provider's infection prevention and control policy was up to date. During the inspection there were some areas of guidance which were not up to date. The service addressed this during the inspection.
- 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 have also signposted the provider to resources to develop their approach.