

Heathcotes Care Limited

Heathcotes (Taylor View and Gilbert Lodge)

Inspection report

220 Watnall Road
Hucknall
Nottingham
Nottinghamshire
NG15 6EY

Tel: 01159636379
Website: www.heathcotes.net

Date of inspection visit:
31 January 2022

Date of publication:
18 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Heathcotes (Taylor View and Gilbert Lodge) is a residential care home that provides accommodation and personal care for up to 10 people who have a learning disability or autistic spectrum disorder. There were 5 people living at Taylor View and 4 people living at Gilbert Lodge at the time of the inspection. At the time of inspection there was no registered manager for this service.

We found the following examples of good practice:

Heathcotes (Taylor View and Gilbert Lodge) had systems in place in line with current government guidelines in relation to COVID-19 to reduce the risk of infection to people living at the home. This included:

Comprehensive checks for visitors on arrival.

Residents were supported to safely meet with family and friends.

Cleaning schedules included regular cleaning of 'touch points' or high contact areas to minimise the risk of spreading infection.

The premises were visibly clean and tidy.

Staff and residents were all vaccinated.

There were areas where we were somewhat assured that the service met good infection prevention and control guidelines as a designated care setting. This was because:

Not all staff were wearing masks appropriately and eye protection was not available should it be needed.

Newer members of staff had yet to complete infection prevention and control training.

Frequency of staff testing was not consistently in line with guidance.

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

Heathcotes (Taylor View and Gilbert Lodge)

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 31 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 somewhat assured that the provider was using PPE effectively and safely. While most staff were wearing their masks appropriately we saw a member of staff who was not, eye protection was not readily available if needed, there was a lack of certainty whether donning and doffing training had been received by staff as the managers and several staff were new to the service. Some of the newer members of staff had also yet to complete their infection prevention and control training. We have signposted the provider to resources to develop their approach.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. Staff and resident testing was routinely carried out but frequency of testing was not consistently in line with guidance. We have signposted the provider to resources to develop their approach.
- 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an

emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.