

Silverleaf Care Homes Limited

# Highfield Residential Care Home

## Inspection report

77 Seabrook Road  
Hythe  
Kent  
CT21 5QW

Date of inspection visit:  
25 March 2021

Date of publication:  
16 April 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Highfield Residential Care Home is a care home providing accommodation and personal care for older people. The service can accommodate 31 people in an adapted building. At the time of the inspection there were 26 people living in the service. We found the following examples of good practice.

The risk of infection from visitors was minimised. People living in the service could select a named relative who could visit them in a dedicated room if they tested negative for Covid-19 infection. Arrangements could be for a person's relative to be an essential care-giver if this was necessary for their wellbeing.

There was a video portal enabling people living in the service to see and speak with their family members. Relatives also received email updates from the registered manager about developments in the service particularly relating to keeping people safe from Covid-19.

New people were able to safely move into the service. A negative test for Covid-19 and a 14-day isolation period were in place. Health monitoring was completed both during the isolation period and afterwards to make sure people remained free from symptoms of infection.

The service was part of the government's whole-of-service testing programme with people living in the service and staff regularly being screened to check they were free from Covid-19 infection.

There was enough personal protective equipment (PPE) including disposable gloves and aprons for staff and visitors. This equipment was being used in the right way.

The registered manager knew about government guidance for managing risks associated with Covid-19. There were up-to-date infection control policies including those specific to Covid-19 and infection outbreaks.

There were cleaning schedules in place. The service was neat and clean. Regular infection control audits were done by the infection control lead with actions followed up when necessary.

People living in the service had consultations with their doctor when necessary. The service received advice from specialist infection control nurses.

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**

# Highfield Residential Care Home

## **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 was 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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider had in place.

This inspection took place on 25 March 2021 and was announced.

# 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 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.