

Harrogate Neighbours Housing Association Limited

Heath Lodge

Inspection report

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09 November 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Heath Lodge is a care home providing personal care and accommodation to up to 28 people some of whom may be living with dementia. When we inspected 15 people were living in the service.

We found the following examples of good practice.

- Staff supervised all essential visitors to ensure social distancing and infection control guidelines were followed. All visitors were asked a set of screening questions to ascertain any risks posed and for track and trace.
- People could choose to use applications such as video calls to maintain contact with their families.
- The provider was fully aware of all current best practice guidance including the safe admission of people from hospital. This had been communicated to people, their families and staff as and when updates occurred.
- Better organisation of Personal Protective Equipment in designated stations throughout the service was required. This will reduce staff time putting on and taking off PPE and reduce the risk of transmission.
- Cleaning schedules were thorough. The schedules through the day were continued at night to ensure all areas were regularly cleaned to reduce the risk of transmission.
- Staff were able to seek quick healthcare support when people needed this.
- The provider and registered manager had recognised the challenges staff had overcome during the pandemic and had introduced specific support sessions staff could use to de-brief and offload their feelings. This supported staff resilience.

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

Inspected but not rated

Heath 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 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 9 November 2020 and was announced.

Is the service safe?

Our findings

- 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 signposted the provider the resources to help develop their approach around managing the environment where staff were putting on and taking off PPE.