

# Althea Healthcare Properties Limited

# Highcliffe Nursing Home

## Inspection report

5 Stuart Road  
Highcliffe  
Christchurch  
Dorset  
BH23 5JS

Tel: 01425689328  
Website: [www.kingsleyhealthcare.com](http://www.kingsleyhealthcare.com)

Date of inspection visit:  
05 February 2021

Date of publication:  
16 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Highcliffe Nursing Home is a residential nursing home for older people, some who are living with a dementia, and can accommodate up to 62 people. At the time of our inspection 48 people were living at the service. Accommodation is over two floors and people have access to communal lounges, dining areas and a level accessed secure garden.

We found the following examples of good practice.

People, staff and visitors to Highcliffe Nursing Home were protected from risks of infection as policies and staff practices reflected best practice guidance. This included admissions to the home, staff deployment and people self-isolating when required.

Arrangements for visiting were by appointment only and overseen by trained staff. Visitors had their temperature and oxygen levels checked and a rapid Covid-19 test, which indicated a positive or negative test result within 30 minutes. Visitors used an external door directly into a designated visiting area avoiding access into the main areas of the home. Individual risk assessments had been completed to enable safe visiting when people were at end of life and included safe walking routes to the person's room, additional PPE needed, and staff support arrangements.

Premises and equipment appeared clean and the correct cleaning products were being utilised. Weekly infection, prevention and control audits were carried out and effective in identifying actions where needed. PPE was used correctly, in good supply and available throughout the home.

Staff were up to date with infection, prevention and control training which had included safely putting on and taking off PPE. Competencies were regularly checked.

People and staff were participating in regular testing and the Covid-19 vaccination programme in line with government guidance. Legal requirements for obtaining consent for testing and vaccinating had been met. The provider had also arranged for a GP to hold individual reassurance meetings with staff enabling them to discuss any vaccination concerns or medical issues privately.

People's wellbeing needs were understood, and staff assisted people to use technology to help keep in touch with family and friends. This had included a video link onto a large projector screen over Christmas so that families could join in with a carol service. Activities were held every day both in the communal areas and people's own rooms.

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**

# Highcliffe Nursing 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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus 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 has in place.

This inspection took place on 5 February 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.