

Heathcotes Care Limited

# Heathcotes (Whitley)

## Inspection report

Whitley Farm Cottages  
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Date of inspection visit:  
20 January 2022

Date of publication:  
02 March 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 (Whitley) is a small residential care home for people with autism spectrum disorder or learning disabilities. Nine people were living at the care home at the time of the inspection. We found the following examples of good practice.

Visitors were protected from the risk of infection; visits were not limited, and appropriate screening was implemented with Personal Protective Equipment (PPE) provided.

Virtual visits had been promoted throughout the COVID-19 outbreak and alternative meeting areas could be arranged in isolated areas and outdoor spaces to help maintain meaningful family relationships.

The registered manager had systems and records in place to meet the current COVID-19 visitor vaccination requirements.

Risk assessments had been developed for people and staff belonging to higher risk groups and actions had been taken to reduce risk.

Social distancing and isolation were not always possible due to people's individual needs however, appropriate measures had been taken to help manage risk.

The registered manager knew how to admit people to the home safely and contacted the correct authorities for additional support and guidance.

Appropriate COVID-19 testing was in place for staff and people living at the service.

The home was clean and tidy with enhanced cleaning in place which included all high touch areas. Audits had been developed to monitor the environment with an action log to implement change.

An up to date infection prevention and control policy was in place.

## 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 (Whitley)

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 20 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, however they did not have documentation to evidence this. The registered manager acted immediately to rectify this.

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 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's infection prevention and control policy was up to date.

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.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. It was difficult for the registered manager to isolate and maintain social distancing for some people as this caused them distress. Enhanced cleaning and restricted access to certain areas of the home was implemented to help reduce the risk with some people being isolated when possible.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Additional donning stations were recommended across the home to help promote safety and good PPE practices.
- We were somewhat assured that the provider was using PPE effectively and safely. Staff were seen to wear the correct PPE however; appropriate training was outdated or had not been provided to new staff members. This had been scheduled.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was clean with robust cleaning procedures in place however, the laundry area required improvements to promote good practice. A development plan has been raised with

the provider to help address these concerns.

We have also signposted the provider to resources to develop their approach.