

Highcroft Care Blackpool Limited

The Highcroft Care Home

Inspection report

599 Lytham Road
South Shore
Blackpool
Lancashire
FY4 1RG

Tel: 01253402066

Date of inspection visit:
08 February 2022

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16 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

The Highcroft Care Home is situated in a residential area of Blackpool. Accommodation is provided in mainly single rooms. There are communal lounge areas, dining room and garden areas to the rear of the premises. Parking facilities are at the front of the home. The home is registered to provide care for up to 31 people. At the time of the inspection visit there were 25 people who lived at the home.

We found the following examples of good practice.

The provider had dedicated staff to ensure people were admitted safely and continued to be supported in the service in accordance with national guidance. Infection prevention and control (IPC) policies and procedures were kept under review. We found safe processes were in place and appropriate action had been taken. The local commissioner's IPC team was providing advice and support when required.

Social media systems such as mobile phones and computer systems were used to facilitate contact between people and their relatives. One relative said, "They (Staff and management) have been great here to make it easy to come and see my relative." The registered manager was facilitating safe visiting in line with government guidance.

During our visit we observed the staff using Personal Protective Equipment, (PPE) safely. The registered manager told us sufficient stocks of PPE were available and we confirmed this on the visit.

People living at The Highcroft and staff were tested regularly for COVID-19. There were no staff employed who had not been vaccinated as now required.

The home was clean and hygienic. Cleaning schedules were in place and PPE stations placed around the home. There were designated domestic staff and cleaning schedules were followed. The registered manager carried out regular checks of the environment and cleanliness and any issues were being acted on. Comments about the cleanliness of the building were positive and they included from people, "We all chip in to keep the place spotless, we have a good staff team." Also, "They keep the place clean as you can see."

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

The Highcroft 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 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 08 February 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 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.

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.