

Higher Park Lodge Limited

# Higher Park Lodge

## Inspection report

Devonport Park  
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Tel: 01752606066

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15 February 2022

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08 March 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Higher Park Lodge is a residential care home providing accommodation and personal care for up to 34 people. At the time of the inspection there were 31 people living at the service.

We found the following examples of good practice;

The provider was following best practice guidance in terms of ensuring visitors to the home did not spread Covid-19. All visitors were asked to provide proof of a negative lateral flow test (LFT) before entering the home. A booking system was in place to monitor visits and to ensure everyone remained safe.

Where possible staff encouraged people to keep a safe distance from each other and there was additional cleaning of touch points in communal areas to mitigate the risk of cross infection.

The provider ensured enough stock of appropriate Personal Protective Equipment (PPE) was available for people, staff and visitors. There was clear signage around the home about the correct guidance for donning, doffing and disposal of PPE.

Staff were adhering to PPE guidance. There was a plentiful supply of PPE at all PPE stations close to people's bedrooms.

The providers recruitment process and contingency planning helped ensure staffing levels remained safe in the event of a COVID-19 outbreak in the service.

Policies, procedures and risk assessments relating to COVID-19 were up to date. This meant staff had correct and up to date information to keep people safe.

The service kept in contact with family members through social media, emails and phone calls.

Staff continued to support people to access healthcare and arrangements were in place should people need to attend hospital and return to the home safely.

## 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**

# Higher Park 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. We received information of concern about infection control practices. 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 15 February 2022 and was unannounced.

# 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.

### Visiting in care homes

- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.