

North Heath Care Home Ltd

Heathfield Court Care Home

Inspection report

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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

Heathfield Court Care Home provides residential care for older people with dementia. The home accommodates up to 66 people. There were 65 people using the service at the time of our inspection.

We found the following examples of good practice.

- The provider had appropriate arrangements in place for visitors to help prevent the spread of Covid 19. All visitors were required to wash their hands, apply hand sanitizer, wear masks and they were screened for symptoms of acute respiratory infection when they entered the home.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to have visits from their relatives and friends in a designated area [visiting room], or in a well-kept garden with suitable furniture. We saw that during these visits social distancing was observed. Visits were booked in advance and the visiting areas were cleaned between visits.
- The home had a team of domestic staff that had been trained on infection control. There was an enhanced cleaning schedule in place that also ensured door handles, key pads, hand rails and high touch areas were consistently cleaned. We observed that the home was very clean and well kept.
- The provider ensured that staff received appropriate training and support to manage Covid 19. Mandatory infection control training for all staff had been updated to include Covid 19 and PPE.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing. There was a designated team of trained staff that carried out all testing on people using the service and staff. This ensured that people and staff were tested for Covid 19 in a consistent way. Black, Asian and minority ethnic Covid 19 risk assessments were being carried out with people using the service and staff to ensure they could live and work safely at the home.

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

Heathfield Court 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 20 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ 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.