

Flollie Investments Limited

Heathwood Care Home

Inspection report

9-11 Trewartha Park
Weston Super Mare
Somerset
BS23 2RP

Date of inspection visit:
21 January 2021

Date of publication:
17 February 2021

Ratings

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

Overall summary

Heathwood Care Home is a residential care home providing accommodation and personal care for up to 27 people living with dementia. At the time of this inspection there were 24 people in residence.

We found the following examples of good practice.

We were shown around the communal parts of the home but did not enter people's bedrooms apart from two bedrooms that were currently unused. The home was exceptionally clean throughout. The provider had increased the number of housekeeping and laundry hours each day to ensure the home was maintained hygienically clean. The registered manager, deputy manager or a senior member of staff completed frequent walk-arounds to ensure the home was cleaned to a high standard and tidy, and to ensure all staff were following good practice. This included checking that the staff were wearing the appropriate personal protective equipment (PPE).

There is only one entrance to the home for both staff and visitors. Staff were only permitted to enter the home one-by-one, their temperature was checked and they had to change into clean clothes and put on their PPE. Each staff member had their own face-shield, and these were sanitised at the end of each shift. The staff used a 'fogging machine' when they were ready to enter the main part of the home and before the next staff member could enter the room. Fogging uses an antiviral disinfectant solution which cleans and sanitises large areas of a building quickly and effectively.

There were strict procedures in place for any visitors to the home. Visitors could include people's family and friends, health and social care professionals and any contractors. Visitors can only enter the home by appointment, have to sign in and have their temperature checked. As from Monday 25 January 2021 lateral flow tests will be carried out on all visitors to the home. Visitors were provided with PPE – a single-use body suit to go over outdoor clothes, gloves, a facemask and a face shield. They were then escorted to the area of the home they were visiting. Where possible and practical, people were seen in this entrance room so visitors in to the main part of the home were kept to a minimum. The room was also sanitised after every use.

Information was clearly displayed regarding the visiting arrangements and the procedures that had to be adhered to. Information was also displayed regarding the correct order that staff had to put on and take off their PPE. Staff we spoke with fully understood their responsibility as regards PPE.

In preparation for any new admission to the home or a person returning from hospital, the home had cordoned off an area of the home (referred to as the Red Zone). At the time of this inspection, the area was empty. Only dedicated staff would be allocated to work in this area and there were additional IPC measures in place. If people developed end of life care needs they would be moved to this area so that family could visit and enter the home via patio doors direct in to the person's bedroom.

People were supported to maintain contact with their family and friends. This was achieved in a variety of means; pre booked window visits, virtual visits using technology and actual pre booked visits to the home. Staff were also supporting people to write letters to their friends and family and a post box had been sited in the courtyard. The provider had supplied additional technology to accommodate the increase in use of computer equipment. The provider produced a monthly newsletter and sent this to family to keep them up to date on information and inform them of any changes in policy.

Staff had all completed online infection prevention and control training and this included the correct procedures for using PPE. The home has taken part in regular testing for COVID-19. The staff team have routinely been tested each week with the people who live at Heathwood being tested each month. If either presented with COVID-19 symptoms they would be re-tested and isolated until test results known.

The staff team and each person had already received their first COVID-19 vaccination with the second dose planned to be administered before the end of February 2021.

The service had a robust plan to be followed to prevent any spread of infection should this situation change. The registered manager and provider had regular contact with the local authority COVID team and kept abreast of any changes in policy.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Heathwood 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 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 21 January 2021 and was announced.

Is the service safe?

Our findings

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing any visitors to the home 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 who were using the service and for the staff team.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider would make sure any infection outbreaks were effectively prevented or could be managed if they occurred.
- We were assured that the provider's infection prevention and control policy was up to date.