

Heathcotes Care Limited

Heathcotes Lutterworth View

Inspection report

88 Lutterworth Road
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Date of inspection visit:
12 January 2022

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03 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

Heathcotes Lutterworth View is a care home providing accommodation and personal care for up to eight people with autism and learning disabilities. At the time of the inspection eight people were in residence.

We found the following examples of good practice.

Information produced in easy read format about Covid-19 and infection prevention and control practices was displayed throughout the home, this included the use of personal protective equipment (PPE) and hand washing guidance.

Staff were trained in infection prevention and control, they had supervisions and meetings to support their wellbeing and keep them up to date with the IPC guidance. Staff engaged in a programme of regular Covid-19 testing. Communication between the management team, people and families was good.

Safe visiting arrangements were in place. Staff and visiting professionals were asked to provide evidence of their vaccination status against COVID-19 prior to entering the home. People were supported by staff to keep in touch with those important to them. Visitors were required to complete a COVID-19 test, had their temperature checked and wore PPE.

Safe admission processes were in place to support people being admitted to the service. Risks to people had been assessed which considered the impact of Covid-19. People were risk assessed regarding the testing and vaccinations, and best interest procedures were followed. People continued to receive one-to-one hours of support from staff as per their package of care.

The premises were well-ventilated, clean and hygienic. Cleaning checklists were in use and cleanliness was monitored. Staff frequently cleaned high touch surfaces to reduce the risk of spreading any infections. A designated lounge had been created to support people who were unable to isolate in their bedroom so they could remain safe, feel less isolated and could be monitored by staff.

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 Lutterworth View

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 12 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.

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 mostly assured that the provider was promoting safety through the layout and hygiene practices of the premises. We identified that used mops and buckets had not been stored correctly, the regional manager took immediate action to address this. All staff were informed and the guidance about cleaning and storing mops correctly was updated. The regional manager also assured us the flooring in a bedroom and a damaged sofa in a lounge, were due to be replaced.
- We were assured the provider was making sure infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.