

Heathcotes Care Limited

Heathcotes (Hucknall and Watnall)

Inspection report

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20 November 2020

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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

Heathcotes (Hucknall and Watnall) is a residential care home for people with learning disabilities, and or autism and complex mental health needs. The care was provided across two homes; Hucknall and Watnall. There were 16 people living at the service at the time of our inspection, eight people in each home.

Although the service was very clean, we signposted the registered manager to guidance around specific cleaning products to use during an outbreak.

Staff who may be disproportionately at risk of COVID-19 did not all have risk assessments in place.

We found the following examples of good practice.

The provider worked with people using the service to help them understand the pandemic and the extra measures in place. They gave reassurance where needed. The provider found ways to ensure people still managed to get out into the community safely.

The provider had arrangements in place to ensure people and staff were tested for COVID-19 in accordance with current government guidance.

The provider had an enhanced cleaning schedule in place which prompted staff to regularly clean touchpoints at least three times a day.

There were restrictions on visiting the service. There was a clear system for visitors in place to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing. All visitors were screened for symptoms of respiratory or other infections before being allowed to enter 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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 20 November 2020 and was unannounced.

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 making sure infection outbreaks can be effectively prevented or managed.

We have also signposted the provider to resources to develop their approach.