

# The Heathers Residential Care Home Limited

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## Inspection report

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09 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

The Heathers Residential Care Home is a 'care home'. People in care homes receive accommodation and nursing, or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The Heathers Residential Care Home accommodates up to 14 people. There were 13 people living at the home at the time of our inspection.

We found the following examples of good practice.

- The provider had procedures in place to manage visitors whilst minimising the risk of the spread of infection. These included screening visitors on arrival, providing them with appropriate PPE and hand washing facilities, and maximising the use of the service's garden house, to reduce footfall within the home.
- Staff had access to the PPE they required to support people safely, in line with national guidelines.
- People were supported to maintain social distancing within the home.
- The home was clean. Domestic staff were aware to clean 'high touch' areas frequently and had access to suitable cleaning products.

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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 9 November 2020 and was announced.

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