

Highfield Hall Care Limited

Highfield Hall

Inspection report

Grane Road
Haslingden
Rossendale
Lancashire
BB4 5ES

Tel: 01706222326

Date of inspection visit:
09 February 2021

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02 March 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

Highfield Hall is a residential care home and at the time of the inspection was providing personal and nursing care to 48 people aged 60 and over. The service can support up to 75 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. The ones that applied to the area this home was located were commonly known as 'Tier Four Rules'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. Any authorised visitors were checked at the door of the home to make sure they were safe to enter. In addition, there was weekly testing of staff and every 28 days for people living in the home. Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing.

Where appropriate, 'socially-distanced' visits had been taking place before the inspection. At the inspection however, and consistent with enhanced restrictions, these visits had been restricted and were only allowed in exceptional circumstances. There was a visiting pod that had been created at the front of the home so that visitors did not have to enter the home itself. The registered manager said it was hoped this facility and social visits could be resumed when restrictions were lifted.

Infection control policy and people's risk assessments had been completed and revised during the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid 19 outbreak. The registered manager insisted people were tested before admission and consistent with local guidance, people were not being admitted to the home at the time of the inspection. This will be reviewed as appropriate and in line with any changes in restrictions. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by innovative use of social media and electronic tablets so people could contact their relatives and friends. Where required, staff supported people with this technology.

Policies and infection control processes were regularly reviewed when guidance changed. The home was clean and hygienic. Staff also had comprehensive knowledge of infection prevention, access to good practice guidance and had attended Covid 19 specialist training hosted by a local GP's surgery. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

If required, staff could receive Covid 19 related supervision and had access to appropriate support to manage their wellbeing. The registered manager had a good understanding and knowledge of the staff team. During inspection, we noted good examples of support of staff and a caring approach to their welfare.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Highfield Hall

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 9 February 2021 and was announced.

Is the service safe?

Our findings

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

- 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.