

Leonard Cheshire Disability

Heatherley - Care Home with Nursing Physical Disabilities

Inspection report

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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

Heatherley - Care Home with Nursing Physical Disabilities is a care home that provides a range of services including nursing care and in-house physiotherapy treatment. People living at Heatherley may have an acquired brain injury, stroke, cerebral palsy or multiple sclerosis. The home is registered to provide support for up to 43 adults and there were 40 people living there at the time of inspection. People are accommodated in the main building, as well as in six self-contained bungalows located within the grounds.

We found the following examples of good practice.

Staff supported people to remain in contact with their families in line with government guidance. There was a variety of ways in which relatives could visit their family member in a COVID safe way. These included garden visits; visits in a room with a plastic frame separating the visitor from the service user and for those 'named visitors', visits were facilitated in a designated visiting room. One person told us, "I get such support from staff to arrange family visits, this means everything to me."

The premises were clean and well maintained by a team of cleaners throughout the day. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. High touch areas such as door handles, and light switches were cleaned throughout the day. Hand sanitiser was readily available throughout the premises.

Those who tested positive for COVID-19 were supported to isolate in their rooms. In order to minimise cross-contamination, their clothes and bed linen were washed separately and after all other linen was washed. One person told us, "They are very quick to act here; as soon as there is a positive test, we are given the rules of what to do. We get plenty of explanations for why we have to do this. I understand it is to keep us all safe."

There were trolleys stocked with personal protective equipment (PPE) stationed around the home and we observed staff wearing PPE appropriately throughout the inspection day. People told us that staff wore PPE at all times when they were being supported with their personal care. One said, "Staff are very particular about hygiene and they wear PPE at all times."

Staff temperatures were recorded daily and they took one PCR and two lateral flow tests per week. People who used the service were supported to access monthly testing. All staff had received recent training in infection prevention and control (IPC) and were seen to be following correct IPC practices at all times.

The registered manager shared government COVID-19 policy updates with staff and family members. The clinical lead was the designated IPC lead, responsible for auditing IPC practice. They did monthly audits of hand hygiene and the environment including high infection risk areas such as sluice rooms.

The registered manager sought support and advice from external agencies including the local health team, Surrey County Council and CQC and was open to all advice and guidance offered.

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

Heatherley - Care Home with Nursing Physical Disabilities

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 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 24 August 2021 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can 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.