

Crosscrown Limited

# Highfield Residential Home

## Inspection report

The Common  
Marlborough  
Wiltshire  
SN8 1DL

Tel: 01672512671

Date of inspection visit:  
11 November 2020

Date of publication:  
06 January 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Highfield Residential home is a care home that specialises in the care of people aged 65 and above. At the time of the inspection, 19 people were receiving care at the service. This service can support up to 26 people.

We found the following examples of good practice.

People were supported to have friends and relatives visit them safely. There were clear systems in place to support people's relatives and friends to visit as safely as possible. This included social distancing, appropriate PPE, hand hygiene and temperature checks. The provider had plans to introduce a specific visiting area in line with national visiting guidance.

Staff changed into uniforms on site and had been provided with 'kit bags' to transport their uniform safely to and from work.

Staff were tested weekly and people living at the home were tested monthly. The registered manager had a good understanding of safe isolation processes and these had been implemented effectively where a positive test had previously been identified.

The registered manager kept up to date with national guidance updates which were communicated effectively to staff, people and their relatives. This was done through meetings, regular telephone calls and letters.

Staff supported people with activities in communal areas that had been re-arranged in line with social distancing guidance. Where people were isolating or unable to access communal areas, people were supported with one to one activities in their rooms.

The home was clean, and we observed staff wearing PPE and regularly handwashing or using hand gel. The service used a traffic light system to support staff to know what level of PPE was required for each area of the home. Staff had received training in infection control and the use of PPE.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Highfield Residential Home

## **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 11 November 2020 and was announced.

# Is the service safe?

## Our findings

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, we found recording of COVID cleaning procedures was not always robust. For example, there was no record of high-touch point cleaning. A high touch point is an area of the home that is frequently used and touched by multiple individuals such as doorknobs, light switches or handles. The registered manager told us they would amend recording systems to accurately reflect the infection control practices in place.
- 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 were assured that the provider's infection prevention and control policy was up to date.