

Sunplee Ltd

Highbarrow Residential Home

Inspection report

Toothill Road
Uttoxeter
Staffordshire
ST14 8JT

Tel: 01889566406

Date of inspection visit:
16 February 2023

Date of publication:
21 March 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Highbarrow Residential Home is a care home for older people who may have a physical disability or dementia. The home was registered to support up to 37 people; 37 people were living there, although 1 person was in hospital at the time of our visit.

We found the following examples of good practice.

All relatives told us the home was consistently clean and free from odours; relatives and visitors commented how clean the home was at all times.

All relatives were complimentary of the registered manager and their approachability if they wished to discuss infection control or visiting measures in place.

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

Highbarrow 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures, including visiting arrangements, the provider had in place.

This inspection took place on 16 February 2023 and was unannounced.

During the inspection, we spoke with 5 people who used the service. We also spoke with 18 relatives over the phone following our visit to the home. We spoke with 3 staff members during our visit, plus the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

Is the service safe?

Our findings

Visiting in care homes

- Government guidance at the time stated masks were not routinely required for visiting, but individual risk assessments may be considered. The provider had determined, through their risk assessments, that masks were to be encouraged for visitors, and lateral flow tests for COVID-19 were appropriate if the visitor was unable to wear a mask.
- Overall, relatives we spoke with were willing to wear masks or undertake COVID tests; relatives felt this offered extra protection to their loved ones and felt their loved ones were not negatively impacted. Relatives confirmed they wore masks in communal areas but may remove them when in a person's private bedroom so they could see each other.
- The provider had carried out individual risk assessments and assessments of people's ability to make decisions about visiting arrangements in the home. Visitors did not have to make an appointment to visit and could visit at any time; relatives confirmed this to us.

We recommend the provider continue to consider government and local guidance and ensure they fully engage with people and visitors about the visiting arrangements in the home to ensure an individualised approach.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.