

Highland House Residential Home Limited

Highland House

Inspection report

Littlebourne Road
Canterbury
Kent
CT3 4AE

Tel: 01227462921

Date of inspection visit:
22 February 2022

Date of publication:
07 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Highland House is a residential care home, providing accommodation for people who require nursing or personal care. The service can support up to 30 people who may be living with dementia. At the time of the inspection there were 27 people living at the service.

We found the following examples of good practice.

Visiting arrangements followed government guidance. Visitors would arrange a time for them to visit, they were asked to complete a Covid-19 test before entering the service. Staff supported people to maintain relationships with their family and friends when they have been unable to visit.

People had a choice of where their visits took place. This included a room at the front of the service, where visitors did not need to enter the building. People could also meet visitors in the dining room or in their own rooms.

People were admitted to the service following government guidance. Plans were in place to isolate people with Covid-19 to reduce the risk of transmission. The service had supplies of personal protective equipment (PPE) throughout the service which staff could access quickly.

Staff completed regular testing for Covid-19 as per government guidance. The building was clean and odour free.

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

Highland House

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 22 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- The provider's visiting policy followed current government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.