

Heathcotes Care Limited

# Heathcotes (Hollyfield House)

## Inspection report

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

Heathcotes (Hollyfield House) is a residential care home providing personal care to 6 people at the time of the inspection. Heathcotes (Hollyfield House) accommodates up to 9 people in one adapted building.

### People's experience of using this service and what we found

People were kept safe from the risks of infection by staff who adhered to infection prevention and control measures in place.

People were supported to maintain relationships with people who were important to them. Staff had completed thorough risk assessments to facilitate people being able to see their families.

Staff completed regular cleaning of the service. However, they did not always record the cleaning they had done.

People and staff were supported to engage with testing for Covid19 in line with government guidance.

Some staff had attended training in Covid19 but not all staff. The manager had explained infection prevention control measures in staff meetings.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This inspection was a targeted inspection and so did not consider all the areas required to make a judgement about whether the service was adhering to the underpinning principles of Right support, right care, right culture.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Requires Improvement (published 22 August 2019).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staff adherence to Personal Protective Equipment guidance. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned

about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Heathcotes (Hollyfield House)

## **Detailed findings**

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check on a specific concern we had about staff adherence to personal protective equipment guidance.

#### Inspection team

The inspection was completed by an inspection manager.

#### Service and service type

Heathcotes (Hollyfield House) is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

Before the inspection we reviewed the information we already held about the service including notifications they had submitted to us. Notifications information about events that providers are required to tell us about

by law. We reviewed the information the provider had submitted to the NHS Capacity Tracker. We sought feedback from the local authority and local health protection team.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager and a team leader. We made general observations of people's care and support as well as observing the condition of the service. We reviewed risk assessments, cleaning records and various policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- We were not assured that all staff had received the training they needed to keep people safe from Covid 19. Fourteen out of 30 staff had not completed Covid19 training. We saw additional training was planned.
- We were assured that the provider was promoting safety through the layout of the home. However, cleaning was not consistently recorded which meant we could not be confident it was being carried out as required. We saw this was discussed at team meetings but the issue with recording persisted.
- We were assured that the provider was preventing visitors from catching and spreading infections. Visitors were given a guide to visiting the home which included the PPE they needed to wear, and any actions they needed to take to keep themselves safe.
- We were assured that the provider was meeting shielding and social distancing rules. The provider had rearranged furniture and staggered mealtimes to ensure people were able to social distance within the home.
- We were assured that the provider was using PPE effectively and safely. We had received an allegation that staff were not always wearing PPE. Throughout the inspection we saw staff wearing PPE in line with best practice guidance.
- We were assured that the provider was accessing testing for people using the service and staff. The provider had used social stories and other reasonable adjustments to support people to understand the testing process. Where people were unable to consent to testing the provider had conducted appropriate mental capacity assessments and followed best interests procedures.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. We saw the provider had followed the guidance and advice of public health officials following an outbreak.
- We were assured that the provider's infection prevention and control policy was up to date.