

United Health Limited

Highfields Care Home

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

Highfields Care Home is a residential care home that provides personal care and accommodation for up to five people living with a learning disability and/or autism. At the time of our inspection there were four people using the service.

We found the following examples of good practice.

- We found robust infection control procedures were in place. Cleaning had been increased to ensure high touch surfaces were cleaned regularly and additional cleaning was taking place to maintain good hygiene standards.
- Systems were in place to prevent visitors from catching and spreading infections. Visitors were screened, including temperature checks on arrival, Visitors were required to follow the provider's infection prevention and control procedures.
- People were supported to maintain contact with relatives through social media and telephone. The registered manager was exploring ways in which face to face visits could resume safely.
- Staff promoted and practised safe social distancing throughout the home as far as is reasonably practical. Clear systems were in place to shield and isolate people should outbreaks occur.
- Staff worked between this service and the sister service, accessed through the rear garden. Safe infection prevention and control practices were observed. The registered manager was developing more robust protocols for this staff deployment which enabled people to have consistency in care.
- Staff were provided with information and support to enable them to feel confident in their roles. The registered manager was developing individual risk assessments for staff to ensure measures identified to keep them safe were maintained and kept under review.
- Staff were observed wearing appropriate personal protective equipment (PPE). Sufficient supplies of PPE were in place. Staff received training in infection prevention and control measures and appropriate use of PPE.
- Clear systems were in place to admit people safely into the home. Staff worked collaboratively with other professionals to keep people safe as they moved into the service.
- People and staff were regularly taking part in the Covid testing programme. People's consent was sought through best interest decisions. People, relatives and staff were kept well informed on the need for testing and any changes in infection prevention and control guidance.
- Audits and checks were in place to ensure people received the care they needed and were kept safe. These were regularly reviewed.

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?

This review was undertaken in response to concerns received in regards to infection prevention and control. We were assured staff were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Highfields Care 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 infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 November 2020 and was announced.

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.