

Anchor Hanover Group

Heyberry House

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

Heyberry House is a residential care home that can accommodate a maximum of 41 people. The home is registered to provide accommodation for people who require support with their personal care. At the time of our inspection, 33 people lived in the home.

During our visit, we found the following examples of good practice.

At the time of our visit, the home had just closed to visitors due to an outbreak of Coronavirus. Prior to this, excellent provisions were in place to ensure visitors were safe to enter the home to see their loved ones. For example, there was a designated area for visitors to visit their loved ones; they were required to have a negative Coronavirus test on site and wear a facemask. Social distancing was maintained at all times.

The provider has also assessed and considered the impact on people's emotional well-being on not being able to have visitors. This was good practice. In response to this, the provider had acted proactively to ensure that visitation was facilitated as much as possible to protect people's mental health. For example, where people could not meet their loved ones in the designated area, arrangements had been put in place for them to maintain contact by alternative means. For instance, by permitting a visit in the person's own bedrooms with appropriate safety precautions in place or through the use of social media.

Prior to the outbreak, any new people admitted to the home were required to have negative COVID-19 test and, a 14 day period of isolation following admission. This process adhered to government guidelines on care home admissions.

Due to the outbreak, people living in the home were self-isolating in their bedrooms and staff were taking appropriate precautions to maintain their safety. There were systems in place to maintain good infection control standards and regular checks were undertaken. Staff had sufficient supplies of personal protective equipment (PPE) to protect them and others from risk and clinical waste was disposed of in accordance with government guidelines to prevent cross contamination.

Staff members were tested weekly for COVID-19 and people living in the home monthly in accordance with government guidelines. People living in the home and staff had been offered the COVID-19 vaccination and had received their first of two vaccinations.

Staff who had tested positive were isolating at home. The provider had sufficient staff to support people living in the home without the use of agency staff. Staff returning to work following a period of isolation were risk assessed and supported appropriately.

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

Heyberry 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 25 January 2021 and was unannounced.

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.