

# Mr K and Mrs K Hunter and Mrs I Coughlin Higher Bank

## Inspection report

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17 February 2021

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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

Higher Bank is a residential care home for up to 22 older people who require support with personal care. Accommodation is provided in 18 single bedrooms and two double rooms on two floors. The home is in a residential area close to Blackburn town centre. There were 22 people living at the service at the time of our inspection.

We found the following examples of good practice.

The home had policies and procedures to manage any risks associated with the COVID-19 pandemic. It was evident that these were updated to reflect changing advice and guidance. At the time of this visit there had been no instances of COVID-19 infection in either people living at the home or staff. However, a contingency plan for both supporting people and staffing was in place if an infection was identified.

The home's two managers were hands on and monitored the home continuously to ensure rigid adherence to infection prevention and control procedures. Staff had all received training in infection prevention and control, handwashing and the wearing of personal protective equipment (PPE). We observed staff to be wearing the correct PPE during our visit.

A programme of regular COVID-19 testing for both people in the home and staff was implemented. Visitors to the home were also asked to undertake a lateral flow COVID-19 test (LFT).

People living in the home and their next of kin were supported to maintain contact through a range of methods including window visits, smart phone video and the telephone. The home had a system in place to allow visits however, this was on hold at the time of the inspection. The provider confirmed they would review current national guidance and update their visiting policy.

The home was participating in the COVID-19 vaccination programme.

## 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**

# Higher Bank

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 February 2021 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.

We have also signposted the provider to resources to develop their approach.