

Crown Care IV Limited

Highgrove

Inspection report

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Date of inspection visit:
12 November 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Highgrove is a residential care home providing personal care for up to 67 older people, some of whom are living with dementia. At the time of the inspection there were 42 people using the service.

We found the following examples of good practice.

The home had clear guidance, policies and processes to help minimise the risk of an outbreak and manage any which occurred.

The service was accessing the government testing scheme.

The service was working with the local authority infection control team and other health professionals to ensure people's needs were met.

Cleaning schedules had been increased during the outbreak, to ensure high contact areas, such as door handles, light switches and appliances were regularly cleaned during the day.

Staff had received specific training in managing the risk of the COVID-19 pandemic and how to safely use and dispose of personal protective equipment (PPE). This had included sessions run by the local authority.

The registered manager was open and pro-active in sharing information with friends and family, so they understood decisions around visiting and restrictions.

Staff supported people to stay in contact with relatives and friends via phone and video calling.

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?

No rating was awarded following this inspection. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

Inspected but not rated

Highgrove

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 12 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.