

Care UK Community Partnerships Ltd

Heathlands House

Inspection report

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01 February 2022

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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

Heathlands House is a purpose built three storey care home that provides nursing, accommodation and personal care to older people, some of whom were living with dementia, younger adults and people with a physical disability. It is registered for the support of up to 64 people. At the time of inspection, 13 people were using the service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

We found the following examples of good practice.

Staff followed safe and robust visiting procedures. Arrangements were in place so people could have the visitors they chose in addition to the essential care giver role. The registered manager told us they had provided people, relatives or their representatives and staff, information surrounding the role of the essential care giver. Staff welcomed visitors in line with guidance where this was safe. Alternative arrangements were in place for visits if there was ever a COVID-19 outbreak.

Testing for COVID-19 was undertaken as required by staff, people and relatives. Other checks such as, health declaration and temperature checks were effectively completed. We found staff were competent undertaking these checks and records confirmed them. Additional communication methods, such as telephone calls, video calls, and email contact supported communication between relatives, people and staff.

External health and social care professionals, and visitors, evidenced COVID-19 vaccination status, and had to produce a negative rapid COVID-19 test before entering the care home. The only exception to this was for emergency workers, to ensure no delay to the care and support people needed.

Personal Protective Equipment (PPE) was available at the care home, and guidance for PPE usage was displayed. Staff wore PPE correctly, and were seen to work safely throughout the inspection visit.

The care home looked and smelt visibly clean and hygienic. Frequently touched areas, such as door handles, switches and handrails, received enhanced cleaning. Staff told us they had access to the required equipment, and cleaning products, to maintain a safe environment.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Heathlands 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

Inspection team.

This announced inspection was undertaken by one inspector and took place on 1 February 2022. We gave the service 24 hours' notice to help ensure a minimum amount of disruption.

Service type

Heathlands 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.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. For example, more regular visits if end of life care was being provided and also through video, e-mail and computer tablet Apps.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.