

Miss Y Wakefield

# High Lea House

## Inspection report

Lanforda Rise  
Oswestry  
Shropshire  
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Tel: 01691654090

Date of inspection visit:  
26 February 2021

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12 April 2021

## Ratings

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

# Summary of findings

## Overall summary

High Lea House is a residential care home providing personal care to 18 people aged 65 and over at the time of the inspection. The service can support up to 29 people.

We found the following examples of good practice.

- People were supported to shield in their rooms if they were at disproportionate risk of COVID-19. Staff also supported them to access outdoor areas when they could do this safely to promote their emotional wellbeing.
- People's individual religious and spiritual needs were met through supporting them to engage in virtual religious services.
- Staff numbers had been increased to account for the additional time it took to support people to communicate with their relatives and to ensure adequate cover when testing and vaccinations took place. This ensured people's care needs could still be met effectively.
- The home had been adapted to support good Infection Prevention and Control (IPC) practices. A bedroom had been converted into a visiting pod so people could be visited safely and a wash basin had been fitted to the outer entrance hall so staff and visitors could wash their hands on entry.

## 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**

# High Lea 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 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 26 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.

Whilst the provider's infection prevention and control policy was up to date, we could not be assured that IPC related quality checks were sufficient to ensure actions were identified and addressed in a timely manner. The registered manager gave assurances that additional cleaning schedules and quality checks would be introduced to ensure greater oversight over IPC practices in the home.

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