

Bedford Borough Council

Highfield

Inspection report

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Bedfordshire
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Tel: 01234346482

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17 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

Highfield is a residential care home which has been adapted to support people who may be living with different types of dementia and physical disabilities. The service is set over two floors with people having their own personalised bedrooms and sharing communal areas such as lounges, a dining room and a garden. The service can support up to 34 people and 32 people were living at the service at the time of this inspection.

We found the following examples of good practice.

Effective infection control measures were in place for visiting professionals to the service. These included showing proof of a negative lateral flow test (LFT) and proof of vaccination against COVID-19 as well as a temperature check.

Staff had training how to use Personal Protective Equipment (PPE) effectively and used this correctly. Domestic staff confirmed that they had time to complete all of their job roles and duties.

People had separate visiting risk assessments and arrangements depending on their support needs and preferences. This enabled people to see their family and friends whilst feeling comfortable and safe.

Staff felt well supported by the registered manager. Staff helped cover vacant shifts caused by staff sickness or isolation and there was no use of unfamiliar agency staff. This meant that people were supported by a consistent staff team who knew them well.

People were complimentary about the way the registered manager and staff team had supported them to stay safe during the COVID-19 pandemic, whilst still ensuring that their wellbeing was supported.

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

Highfield

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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.

This inspection took place on 17 February 2022 and was announced. We gave the service 24 hours notice of the 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. This is because some areas of the service such as people's bedrooms were cluttered with objects. This would have made deep cleaning these areas difficult. Some bins at the service did not have a pedal meaning that they needed to be opened by hand, increasing the risk of infections being spread. The registered manager assured us that these bins would be replaced and that the staff team would continue to encourage people to allow their bedrooms to be deep cleaned.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. A large number of staff took their break at the same time and sat together in the communal dining room. Whilst social distancing was maintained, the number of people congregated at one point, increased the risk of infectious airborne diseases such as COVID-19 spreading. The registered manager assured us that this would be addressed with the staff team on the afternoon of our visit.
- 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's infection prevention and control policy was up to date.
- People were supported to have visitors such as family and friends, come and visit them at the service in line with current government guidance.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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