

Sheval Limited

Heatherside House Care Centre

Inspection report

Dousland
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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

Heatherside House Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

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 coronavirus and other infection outbreaks effectively.

We previously inspected the service on 3 November 2020. We found several concerns about infection control procedures and practice. These included some staff not wearing face masks, or not using correct surgical face masks; no evidence staff had completed up to date infection control training and cleaning arrangements not being appropriate. Subsequently we wrote to the provider on 6 November 2020 stating we would take urgent enforcement action unless urgent action was taken. We subsequently received from the provider an action plan outlining the action they would take. An infection prevention and control specialist nurse visited the service on 19 November 2020, and was happy with procedures and practice in place. Some further recommendations were given, and the registered provider was working to implement these. There had been no cases of Covid 19 at the service.

We found the following examples of good practice.

- The service allowed people to meet visitors safely, and suitable procedures were in place such as wearing face masks, and as necessary other personal protective equipment (PPE). These measures ensured the risk of infection was minimised.
- Staff had helped people to stay in touch with family and friends through phone calls, and through the internet.
- The service had suitable procedures for people to self-isolate if they had symptoms of Covid 19, and /or when they were admitted to the service. This ensured there was minimal risk from infection to other people at the service.
- Suitable testing routines had been arranged for staff and people who used the service. The registered manager said both staff and people who used the service had been happy to participate in regular testing. Where people were not happy to have regular tests this had been documented.
- Satisfactory admission procedures were in place, for example, where possible (if the person was not admitted in an emergency) the service required documentary evidence of Covid-19 test results before people moved in. All people admitted to the service were required to self-isolate.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. Face to face training was being completed for ten staff at the time of the inspection. During the inspection we observed staff demonstrating suitable knowledge of good infection control

practice.

- The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. This included comprehensive risk assessment procedures.
- The service was clean. Effective cleaning routines were implemented to ensure infection control risks were minimised and people were kept safe.
- Suitable staffing levels were maintained at the service. Where necessary agency staff, had been used; but this had been minimal. The registered manager said agency staff previously used had been dedicated to work only at this service.
- When people and staff had their lunch suitable seating arrangements were in place to ensure appropriate physical distancing.
- Staff did not work across other services managed by the provider.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Staff were observed working with people in a safe, respectful manner, throughout the inspection, and appeared to have good, trusting relationships. People appeared well supported and cared for, and at the time of the inspection there was a happy and friendly atmosphere.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Heatherside House Care Centre

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.

We previously inspected the service on 3 November 2020 and had concerns about infection control and prevention measures at this service. Subsequently we wrote to the provider on 6 November 2020 stating we would take urgent enforcement action unless urgent action was taken. We subsequently received from the provider a plan outlining the action they would take.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place, and to check the action taken was satisfactory. This inspection took place on 1 December 2020 and was unannounced.

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.