

Highcliffe Care Centre Limited

# Highcliffe Care Centre

## Inspection report

Whitchurch Road  
Wetherwack  
Sunderland  
Tyne and Wear  
SR5 5SX

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Highcliffe Care Centre is a care home that provides accommodation and personal care for up to 60 people, some of whom are living with dementia. At the time of the inspection there were 60 people living in the home.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching or spreading infection. Every staff member and visitor had their temperature checked upon arrival and were given appropriate personal protective equipment (PPE) to wear. Every visitor had to have a lateral flow test, complete a health declaration and were guided to use hand sanitiser upon entering the home.
- The environment was clean and tidy. Additional cleaning was undertaken around the home throughout the day by domestic and care staff. This included frequently touched surfaces such as door handles and handrails.
- The home had sufficient levels of PPE available to staff and visitors such as masks, aprons, gloves and visors. The registered manager carried out weekly stock checks and ordered additional PPE to ensure there was always plenty available for staff, visitors and people.
- Staff had undertaken training in Infection prevention and control (IPC) as well as putting on and taking off PPE. There were dedicated Infection control champions in the home who assisted with regular IPC audits and observed staff to ensure they were competent in IPC practices.
- Staff supported people's social and emotional wellbeing. People were supported to keep in touch with their family members via video or telephone calls. They also supported people to receive visits in line with government guidelines. A visiting pod was due to be installed within the grounds of the home for relatives to use on an appointment basis, to visit people also.
- People and staff were taking part in the COVID-19 regular testing programme.

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?**

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Further information is in the detailed findings below.

**Inspected but not rated**

# Highcliffe 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.

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.
- We were assured that the provider's infection prevention and control policy was up to date.