

Highfield Manor Care Home Limited

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Inspection report

70 Manchester Road
Heywood
Lancashire
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Tel: 01706623388

Date of inspection visit:
18 August 2020

Date of publication:
28 August 2020

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

About the service

Highfield Manor Care Home is a residential care home providing personal care for up to 38 people aged 65 and over in one adapted building. There were 37 people accommodated at the home at the time of the inspection.

We found the following examples of good practice

- Temperatures were taken on entry and individual hand sanitizer bottles were given to visitors. A care home visiting form was completed to screen for symptoms prior to entry. This included contact details for "test and trace," should there be a necessity to do so.
- Although local restrictions were in place at the time of the inspection, alternative measures such as video calls, emails and letters were utilised to update and maintain contact with family and friends. The service had sent complimentary thank you cards to relatives thanking them for their support and understanding about the restrictions in place.
- The provider complied with shielding and social distancing rules. We observed clear signage and procedures regarding isolation when people were re-admitted back to the home from hospital settings and staff were trained on how to keep people safe from the risk of infection. Personal protective equipment (PPE) was used effectively to safeguard staff and people using the service and national guidance was implemented.
- Risk management strategies were thorough. We saw evidence of risk assessments for people at high risk, including black and minority ethnic staff. Measures were in place to reduce the risks to people's health and safety.
- The environment was clean and hygienic. Cleaning schedules had been increased and environmental audits which were regularly undertaken, had been expanded to ensure they were robust.

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?

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

Inspected but not rated

Highfield Manor Care Home

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured measures were in place to prevent visitors from spreading infection on entering the premises.
- 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 personal protective equipment (PPE) effectively and safely.
- We were assured that the provider ensured adequate access and take up of testing for staff and people using services.
- 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 and implemented effectively.