

# Hevercourt Limited

# Hevercourt

## Inspection report

Goodwood Crescent  
Singlewell  
Gravesend  
Kent  
DA12 5EY

Tel: 01474363690  
Website: [www.hevercourt.co.uk](http://www.hevercourt.co.uk)

Date of inspection visit:  
18 May 2021

Date of publication:  
26 May 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

# Summary of findings

## Overall summary

Hevercourt provides accommodation with personal care for up to 47 older people, including people living with dementia. There were 46 people using the service during our inspection.

We found the following examples of good practice.

- Staff worked closely with health care professionals to ensure people's physical, mental and behavioural needs were managed.
- Staff received training in how to use protective personal equipment (PPE) correctly. During the inspection staff were wearing PPE in line with guidance. The deputy manager told us there was always a good supply of PPE available.
- Visits were planned and completed in line with current guidance and visitors completed appropriate testing. People were supported to keep in touch with their loved ones using video calls if they were not able to visit.
- The registered manager, deputy manager and staff were well supported by the provider.
- People and staff were adhering to current social distancing guidelines.
- The management team provided people and staff information about COVID-19 to ensure they were kept up to date with latest guidance.

## 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**

# Hevercourt

## **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 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 18 May 2021 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.