

Mrs Josefa McLeod

Highbray Residential Care Home

Inspection report

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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

Highbray Residential Care Home is a residential home registered to provide accommodation and personal care support to three people with learning disabilities, autistic spectrum disorder or mental health needs. At the time of the inspection there were three people living at the home. The home was managed and staffed by the provider's immediate family. The registered manager lived on site, and was the main member of care staff.

We found the following examples of good practice.

All care was provided by the registered manager, supported by one other family member as required. Both lived on site. The registered manager's trips outside the home were limited, to minimise any risk of them contracting Covid 19. Shopping and medicines were delivered. Programmes for regular testing of people and staff were in place. All people and staff had received their first Covid 19 vaccination.

Procedures were in place to ensure the risk of any visitors to the service introducing infection were minimised. Clear signage was in place to advise visitors they must wear a mask, use hand gel and where to go on entering the home to minimise visits to other parts of the house. Hand gel and personal protective equipment (PPE) was available on entry.

Visiting was due to be reintroduced in line with government guidance on 8 March 2021. In the meantime people had been supported to keep in frequent touch with families using video and phone calls. The service was proactive in supporting people to socialise with each other. People ate together and enjoyed watching the manager baking in the kitchen. A Christmas carol service had been held in a gazebo in the garden, as people had been unable to attend their local church. Plans were in place to support people to go out safely into the community. A minibus had been purchased so people could go out on trips and remain in their social bubble. The outside space was being prepared to enable people to enjoy spending time outside in the better weather, while socially distancing.

People new to the service were tested for Covid 19 before arrival, and supported to adhere to an isolation period. People were assessed regularly for the development of a high temperature or symptoms of Covid 19. People continued to be supported by health professionals throughout the lockdown, and through video consultations with their GP.

The registered manager had not yet had formal training in infection prevention, although this was scheduled. In the meantime they kept their knowledge up to date by following government guidance. PPE was available at strategic points throughout the home and was disposed of safely.

The registered manager frequently explained to people why they had to wear PPE, and about the importance of social distancing. One person became distressed and refused support when masks were worn. Following the inspection the manager completed a risk assessment regarding the risk of them not wearing a mask when supporting the person, and the actions needed to keep them safe.

The registered manager had a robust cleaning schedule. This included the frequent cleaning of touch points, the shared bathroom, telephones, garden furniture and cushions. There was a system in place for minimising risks due to laundry. A room where relatives could visit their family members had been refurbished to make it a pleasant space which could be easily cleaned. It was close to the front door so there was no need for them to enter other parts of the home.

The registered manager had not completed any audits as they provided all the care and support themselves. They had a clear understanding of when and how to access local infection prevention and control (IPC) resources if they needed advice and support.

There was no written IPC policy or contingency plan, which would be required in an emergency or if the registered manager was unable to continue for any reason. We signposted the provider to resources to enable them to develop their policies.

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

Highbray Residential 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.

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 1 March 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 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 somewhat assured that the provider's infection prevention and control policy was up to date. There was no infection prevention and control policy in place. We have signposted the provider to resources to develop their policies.
- We were somewhat assured that the provider was using PPE effectively and safely. Staff did not wear a mask when supporting one person because it caused them significant distress. We have signposted the provider to resources to enable them to complete a risk assessment related to not wearing a mask to support this person.