

Heathcotes Care Limited

Heathcotes (Larkrise)

Inspection report

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25 January 2022

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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

Heathcotes (Larkrise) is a care home which provides accommodation for up to seven autistic people, some of whom have additional learning disabilities. Seven people were using the service at the time of our inspection.

We found the following examples of good practice.

The service had adapted areas around the home to accommodate visits from friends and relatives while reducing the risk of infection. This included an internal room with plastic screens that could be used flexibly to accommodate visits from family or health care professionals, in addition to a garden pod for use in warmer weather. People were encouraged to meet up with family members in the community and each person was given an infection protection pack with a mask, alcohol gel and wipes to take with them. When people were not able to meet with their relatives directly, staff supported them to use video calls to contact their family.

Staff used social stories to help people understand what the symptoms of COVID-19 were and how it may make them feel. There was clear pictorial and easy read guidance in place to explain to people why the use of personal protective equipment was so important to keep them safe.

Staff understood the importance of people's routines and supported people to take part in alternative activities during COVID-19 when some community activities were restricted. When people were isolating staff came up with creative ways to support people including converting an office space into a lounge area for one person to watch television and spend their leisure time away from their room.

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

Heathcotes (Larkrise)

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 25 January 2022 and was announced. We gave the service two days' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.