

Heathcotes Care Limited

Heathcotes (Dawson House)

Inspection report

151 Stanley Park Road
Carshalton
Surrey
SM5 3JJ

Tel: 02083955724
Website: www.heathcotes.net

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21 January 2021

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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 (Dawson House), provides 24-hour residential care for seven adults with learning disabilities, autism and behavioural support needs.

We found the following examples of good practice.

All visitors to the service were screened for symptoms of COVID-19 before being allowed to enter the home. Personal Protective Equipment (PPE) was available for visitors to wear should they need it and signs were in place giving clear instructions to help limit the spread of infection.

People were supported to maintain relationships with people who were important to them. The garden and outside areas were utilised when the weather allowed. When visits were restricted staff used alternative methods to help people maintain social contact with their family.

People who had tested positive for COVID-19 or were showing symptoms were isolated in their rooms. Staff had the time to engage with people individually when they needed extra support. People's routines were important to them and staff aimed to keep these in place to help reduce people's worries or anxiety. People were given additional 1-1 time with staff and activities were provided in people's rooms to help reduce the risk of social isolation.

Staff had been trained in current IPC guidance and the use of PPE. Staff were wearing their PPE when we inspected and there were separate designated areas for donning and doffing. The service was clean and hygienic, and an enhanced cleaning schedule was in place. Furniture had been moved and surfaces cleared to encourage social distancing and help with the cleaning of high touch areas.

The staff team were confident in instigating full infection control measures when people showed symptoms or were tested positive for COVID-19. The registered manager was isolating at home for a time during the outbreak. The provider had been available for additional support and the staff team stepped up to make sure people remained safe. The registered manager told us, "While I was off, they [staff] knew what to do. I was so impressed with them...I could not praise them enough."

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 (Dawson House)

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 21 January 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.