

Strathmore Care Services Limited

High Cross House

Inspection report

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04 February 2022

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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

High Cross House is a care home for people who may have a learning disability or autism. The service was registered for up to nine people; nine people lived there at the time of our inspection.

We found the following examples of good practice.

People could control who accessed their own bedrooms, which reduced the risk of others accessing their private space. This reduced the risk of cross infection between bedrooms.

Risk assessments were in place for people considering visits into and outside of the home to reduce risk to them.

People and staff were regularly tested for COVID-19. Visitors were also tested before interacting with people to reduce the risk.

Checks were made on the environment to ensure safe infection control practices were followed.

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

High Cross 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 4 February 2022 and was announced. We gave the service less than 24 hours' 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was clean and tidy; however, as some surfaces were worn, they would be difficult to keep hygienically clean.
- We were assured that the provider's infection prevention and control policy was up to date. However, additional risk assessments for staff who may be at increased risk from COVID-19 were not in place.
- 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 making sure infection outbreaks can be effectively prevented or managed.
- People were supported to maintain contact with loved ones, which included visits outside of the home, contact via phone calls and video calls.

We have also signposted the provider to resources to develop their approach.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.