

Highfield Scheme Limited

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Inspection report

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10 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

Highfield Scheme Limited is registered to provide personal care and support to people with a learning disability who are living in their own homes. This included people living in shared accommodation as part of a supported living arrangement. The aim of the service is to promote each person's personal development, their independence and maximise their potential in all areas of life.

We found the following examples of good practice

The registered manager had established effective infection prevention and control procedures which were understood and followed by the staff. A screening process had been implemented for visitors, which included health and temperature checks as well as lateral flow tests for coronavirus.

A regular programme of testing for COVID-19 was in place for staff and people using the service. This meant swift action could be taken when any positive results were received.

The registered manager confirmed there were plentiful supplies of Personal Protective Equipment (PPE) and stocks were carefully monitored. PPE was readily available for staff to access when they were supporting people with personal care. PPE was disposed of safely, which helped reduce the risk of cross contamination. Staff had been trained in infection control practices and posters were displayed to reinforce procedures. We observed the management team were using PPE appropriately. The registered manager confirmed there were sufficient staff to provide continuity of support should there be a staff shortage. Staff were allocated to specific settings and were only reallocated in extreme circumstances. This was to ensure safe staffing levels for people using the service and minimise risk. The registered manager told us they took into consideration staff experience and their vaccine status.

The registered manager informed us the staff maintained social distancing wherever practicable and ensured people were advised about good levels of ventilation. Where the provider was responsible for the cleanliness of people's environment, the staff followed enhanced cleaning schedules which included all areas of people's homes. The staff returned completed cleaning records to the office on a monthly basis to enable the registered manager to carry out an audit. In addition, the management team carried out regular checks to ensure the appropriate standards of hygiene had been maintained.

The registered manager praised the resilience, commitment and creativity of the staff team. They explained, the staff had enabled people to participate in meaningful activities in their own house throughout the pandemic and within the community when this became possible. The registered manager added the staff worked effectively as a team and everyone was well supported by the provider.

Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe. The registered manager was the designated lead for infection prevention and control and ensured staff were promptly informed of current guidance and good practice issues.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Highfield Scheme Limited

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 10 January 2022 and was announced. We gave the service one working day 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured 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.