

Rhodes Care Home Ltd

# Highview Residential Home

## Inspection report

42-44 Foxholes Road  
Southbourne  
Bournemouth  
Dorset  
BH6 3AT

Tel: 01202428799

Date of inspection visit:  
19 February 2021

Date of publication:  
15 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Highview Residential Home is a care home. The home is registered to accommodate a maximum of 19 people who require personal care. The home does not provide nursing care. During this inspection there were 16 people living at Highview Residential Home, some of whom were living with dementia.

We found the following examples of good practice.

At the time of our visit the home did not have any resident that had contracted Covid-19 and 100% of residents had received their first vaccine for Covid-19.

The home was clean and free from clutter. Cleaning schedules were in place for day to day cleaning.

The home provided effective and safe ways for people to visit their relatives during the Covid-19 pandemic. The home had two front porches, one at 42 Foxholes Road and another at 44 Foxholes Road. The porch at 44 Foxholes Road was used as a testing area for visitors to the home and a personal protective equipment (PPE) donning area for visitors. Staff always answered the door to visitors and prompted them to use hand sanitiser and don PPE. The front porch entrance at 42 Foxholes Road was used by professional visitors only, masks, hand sanitizer and PPE were available to all visitors in the porch.

Visiting arrangements were in accordance with Public Health England guidance. The registered manager had contacted families and carers and spoken with them about the home's social distancing and visiting arrangements. The home had built a relatives' hub for visiting family and carers. Visitors made an appointment and could visit through the hub. The hub was specifically built during the pandemic. Entrance to the hub was via the home's garden to avoid visitors entering the main home.

The home had a booking system for video calling. The home offered families and carers calls from a range of video calling providers at a time that suited them. The home also provided telephone calls for carers and families at any time.

The home had a contingency plan in the event of an outbreak of Covid-19 in the home. The home did not have the capacity to cohort residents to specific areas of the home. In the event of an outbreak the home would allocate staff to specific areas of the home.

The service participated in the whole home testing programme, this meant staff were tested for Covid-19 weekly and residents were tested every 28 days.

The home had systems in place to ensure staff isolated for the required period should they test positive for Covid-19. Staff breaks whilst at work were staggered for social distancing purposes. The home's administrator worked from home during the pandemic to minimize the number of staff on the home's premises.

Risk assessments had been completed for staff that might be more at risk if they contracted the virus.

Staff had received additional 'Mutual Aid' training in infection prevention and control (IPC) and Covid-19 to ensure they understood what actions to take in the event of themselves or residents becoming symptomatic as well as how to provide care safely.

The home's infection prevention and control (IPC) policy and IPC audits were satisfactory. IPC audits were completed monthly and included extra measures the home had put in place due to Covid-19. Any shortfalls identified in the IPC audits were addressed immediately.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Highview Residential 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 19 February 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.