

Accord Housing Association Limited

Hightrees

Inspection report

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Date of inspection visit:
09 December 2020

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14 January 2021

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

Hightrees is a residential care home providing accommodation and personal care for up to five people under the age of 65 who may have a learning disability. At the time of the inspection there were five people living in the home.

We found the following examples of good practice.

New activities have been provided for people who usually enjoy accessing the community. For example, at the weekend staff tried to create a café atmosphere in the dining room so people could enjoy a cooked breakfast at home.

The provider had developed an isolation document which detailed how to support people in the event of a COVID-19 outbreak. This identified how to support people who would be unable to self-isolate and how to minimise the risks of spreading infection.

Staff had been trained to assess people's clinical observations such as blood pressure and oxygen saturation levels. This meant that staff were able to monitor people's health for any deterioration and seek further medical assistance if needed.

Enhanced cleaning schedules were in place which included high touch areas at least every four hours. Separate cleaning schedules for daily, weekly and monthly cleaning were in place and were audited by the registered manager.

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

Hightrees

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 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 09 December 2020 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.