

Hérons Lea Residential Home Limited

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Inspection report

Silford Cross
Westward Ho
Bideford
Devon
EX39 3PT

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27 January 2022

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Tel: 01237476176

Website: www.héronslea.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hérons Lea is a care home without nursing for up to 20 older people, some of whom are living with dementia. At the time of the inspection, the service was full.

We found the following examples of good practice.

Staff had ongoing training in infection control and effective use of personal protective equipment (PPE). They had an accessible file within the managers office to refer to with all policies and the latest up to date guidance on testing, visiting and rules in relation to being positive for COVID-19.

There were clear guidelines and checklists to ensure cleaning was completed to a high standard. This included touch points: we have asked the provider to consider ensuring recording shows touch points are cleaned more than once a day.

The service had followed government guidelines in respect of visiting. People told us they had been able to see their relatives. One said "They (staff) are very caring and have done a marvellous job keeping us all safe." We spoke with two relative who confirmed processes were in line with government guidelines. One relative said "They are very diligent with testing and keeping us to the visit times, but this is for the resident's protection and we fully understand."

Staff were seen to wear PPE at all times and people relatives said their observations were that staff wore masks at all times. We observed some staff were not bare below the elbow, they had watches on. We asked the registered provider to remind staff about best practice to ensure thorough hand hygiene can be maintained.

The service had developed a good testing regime for people, staff and visitors. They had a record of all staffs vaccinations to show they were compliant with this being a condition of employment. Similarly, they had a process in place to check any visiting professionals had been vaccinated and were testing for COVID-19. They had a very clear and easy read sign on the entrance door to explain what to expect if you were visiting.

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

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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 27 January 2022 and was announced. We gave the service 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 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.

Visiting in care homes

The provider was following government guidance for visiting. One person had a designated essential care giver and that family member could visit as often as they wished as they followed the same testing regime as staff. All other visitors had to pre book a slot and complete an LFT before entering the home. If someone to assessed as end of life care, visiting was unrestricted.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.