

Richan Care Limited

Highcroft Care Home

Inspection report

13-15
Rectory Road
London
E17 3BG

Tel: 02085210427

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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

Highcroft Care Home is a 'care home'. Highcroft Care Home provides accommodation and care to up to 23 older people living with dementia. At the time of our inspection 22 people were living in the home.

We found the following examples of good practice.

- The premises were clean and well maintained. Hand sanitiser and personal protective equipment (PPE) were available at the outside entrance before visitors entered the home. Visitors had a separate entrance to the care home to minimise the risk of infection. Visitors had their temperature taken and recorded, PPE was available and people were supported to follow the government's guidance on wearing PPE and social distancing.
- The provider had appropriate arrangements to test people and staff for COVID-19 and was following government guidance on testing. This ensured that people and staff were tested for COVID-19 in a consistent way in line with national guidance.
- The provider ensured that staff received appropriate training and support to help prevent the spread of infection. All staff had received regular training on infection control and the use of PPE. Staff were assigned to work at one location to help minimise the risk of cross infection. Staff wellbeing was supported if they became unwell and when they returned to work.
- The provider ensured that people using the service could maintain links with family members and friends. Family members and friends could stay in touch with people with phone and video messaging. The provider had a conservatory at the back of the premises with a separate entrance for relatives to visit people safely. The provider understood the communication needs of people.
- The provider sought support and advice from external agencies including the local authority, local care homes and Public Health England and was open to all advice and guidance offered to help keep people safe.

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

Highcroft Care 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 2 March 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.