

Achieve Together Limited

Highdowns Residential Home

Inspection report

High downs
Blackrock
Camborne
Cornwall
TR14 9PD

Date of inspection visit:
20 January 2022

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14 February 2022

Tel: 01209832261

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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

Highdowns Residential Home provides accommodation with personal care for up to 14 people with learning disabilities and/ or autistic spectrum needs. At the time of the inspection 14 people were living at the service. The service is made up of six separate buildings on a rural farm site. Four people lived in single accommodation. There were two larger buildings which each accommodated five people. We found the following examples of good practice.

The service was appropriately staffed. Although there were currently issues with the recruitment and retention of staff throughout the sector, Highdowns had been able to meet people's support needs. The service currently had six full time staff vacancies. Through a combination of the use of agency staff, bank staff and staff completing additional shifts, the manager had ensured that staffing levels were safe. In addition, the service's manager, two deputy managers, maintenance person and farm operative were supernumerary and trained as support staff. This meant these staff were available to provide care and support as short notice when necessary.

Personal protective equipment (PPE) was readily available and used appropriately by staff and visitors. Staff and people living at the service were regularly tested for COVID-19. All visitors completed lateral flow testing before entering the service's premises. Relatives told us, "Staff always have worn masks. They are good with all that" and "You do a lateral flow test before visits, show results. They had a separate door to go to and wait. The staff were wearing masks".

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised. Changes had been made to how staff were deployed to limit transmission risks between individual households.

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. Essential care givers and visits to people in receipt of end of life care were possible. However, the service was currently closed to other visitors in accordance with national guidance. The need for these restrictions had been explained to people and their relatives. Staff had maintained regular communication with relatives and supported and encouraged people to keep in touch with their relatives while visiting was restricted.

People told us they were happy and enjoyed living at Highdowns. One person took pride in showing us their livestock. Relatives were complimentary of the service and its staff team. Their comments included, "[Highdowns] is brilliant I am really happy", "I think it is fantastic, the staff are wonderful" and "I don't have anything negative to say, I think they have managed a very very challenging situation very well".

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

Highdowns 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 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 20 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

During the inspection we spoke briefly with three people who used the service, outdoors while maintaining social distancing.

After the inspection we spoke with three people's relatives to gain their feedback on the service's performance and visiting arrangements.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.