

Care UK Community Partnerships Ltd

Highmarket House

Inspection report

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17 December 2020

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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

Highmarket House accommodates up to 73 people in one adapted building. The service supports older people and younger adults with a range of conditions and includes support for people living with dementia. At the time of the inspection there were 38 people using the service.

We found the following examples of good practice.

Entry to the building was well managed, visitors temperatures were taken and identities recorded.

The management of waste PPE (personal protective equipment) was safe and well organised.

Robust cleaning schedules were clearly displayed for staff and conducted by an excellent housekeeping team.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

The provider worked closely with the registered manager to ensure safety of people living at the service.

They would only allow a new admission after a confirmed negative result of the Covid-19 test of a person. For people living with dementia, social distancing was difficult. However, staff had taken steps that supported people with social distancing where ever possible.

The management were aware of zoning guidelines and had implemented them effectively where practicable.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) and the vetted supplier ensured it complied with the quality standards. Staff had infection control training and understood the correct donning and doffing procedure.

People were supported by a stable and committed team of staff whom they knew well. This helped people to recognize the individual staff with the need to wear face masks.

Staff were well supported and praised the management team, comments included; "We are looked after and supported by the management."

The provider considered risks and impact of the inspection on the individual staff members, this included around their health conditions as well as their caring responsibilities.

Regular testing for Covid-19 had recently been introduced for both people living at the service and the staff.

There was a comprehensive contingency plan what to do in case of an outbreak and this plan had been successfully implemented.

The provider ensured people's relatives were able to get in touch with people, for example by using technology.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Inspected but not rated

Highmarket House

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 17 December 2020 and was announced.

Is the service safe?

Our findings

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.