

# Care UK Community Partnerships Ltd

# Highbury New Park

## Inspection report

127 Highbury New Park  
London  
N5 2DS

Tel: 03332004061

Website: [www.highburynewparkislondon.co.uk](http://www.highburynewparkislondon.co.uk)

Date of inspection visit:  
20 August 2020

Date of publication:  
17 September 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Highbury New Park is a care home owned by Care UK Community Partnerships Limited providing residential and nursing care service for up to 53 people. At the time of this inspection there were 50 people living at the home and almost everyone was living with dementia.

People's experience of using this service and what we found

A visiting relative asked to speak with us during this visit. This person praised the staff at the home for the way in which they had kept them informed during the Covid 19 pandemic. They told us that they could not have asked staff to do more and believed all staff at the service were "amazing" in the way they had cared for their relative. They felt that staff had gone above and beyond in their response to the pandemic and their commitment to caring for people in a safe way.

We found the following examples of good practice.

The home asked people as they entered the building to have their temperature taken and to sanitise their hands as well as being provided with a face mask to wear. Visitors to people using the service were asked to see them in rooms on the ground floor or the garden rather than in their own room on the nursing and residential care floors. If it was not possible for people to come down to the ground floor visitors could visit people in their room, with personal protective equipment (PPE) being provided by the service.

There were very clear guidelines displayed in the reception area of the home for people about what is expected of them when visiting to promote everyone's safety.

People's and staff individual needs, health and wellbeing had been considered to ensure they lived and worked in the environment that was safe from infection. Each person using the service and staff supporting them had an individualised risk assessment, including specific risks for people of Black and Minority Ethnic heritage. The risk assessments reflected individual risks, PPE required when providing care and specific risk management strategies to provide safe care.

Staff had been trained and were provided with clear guidance about the use of PPE depending on the nature of a personal care task they were undertaking at any given time.

Strict cleaning regimes were in place that helped to protect people and staff from accidental infection or cross-contamination. Domestic staff were deployed to ensure hourly, daily and weekly cleaning schedules were completed.

The provider and the home's management team had ensured that all staff were kept up to date with the latest government guidelines and best practice on how to provide safe care during the pandemic. Advice was also obtained from Public Health England as well as from the Care Quality Commission. Staff participated in regular staff meetings, supervisions and had undertaken infection prevention and control

training since the start of the pandemic.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Details are in our safe findings below.

**Inspected but not rated**

# Highbury New Park

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 20 August 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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 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 have also signposted the provider to resources to develop their approach.