

# Highfield House Residential Care Home Limited

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## Inspection report

High Street  
Castle Cary  
Somerset  
BA7 7AN

Date of inspection visit:  
21 June 2021

Date of publication:  
01 July 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Highfield House Residential Care Home is a care home. The home specialises in the care of older people but does not provide nursing care. The home can accommodate a maximum of 22 people. Of the 22 bedrooms, three had en-suite facilities that included a shower and 15 bedrooms had a sink and toilet. There were four communal bathrooms spread over two floors. At the time of the inspection 19 people lived at the home.

We found the following examples of good practice.

When staff started a shift, they recorded their temperature and put on personal protective equipment (PPE) before they entered the building. Staff did not change their clothes when they came to work because the home was small and did not have facilities for staff to do this safely. The registered manager had completed a risk assessment reflective of the home's policy which stated staff must remove clothing when they get home and wash their uniform separately on an 80-degree wash. One staff member told us, "I wear my uniform from home to work I don't wear it anywhere else." This will further reduce the risk of cross contamination.

Staff had good knowledge of infection prevention control (IPC). All staff had received IPC training, including how to safely put on and take off PPE such as gloves, aprons, and face coverings. A staff member said, "Senior staff check we wear our PPE properly as well."

The home was clean and tidy. There were two staff responsible for the cleanliness of the home for five days of the week. Night staff carried out some cleaning duties and at weekends care support staff carried out basic cleaning duties.

There was a cleaning schedule that included disinfecting touch points. Staff used a fogging machine to ensure dividing screens were kept sanitised following visits. One staff member told us, "We changed our cleaning products in response to COVID-19."

The provider's visitor's policy was clear and in line with national guidance. Visitors were required to follow the homes infection control procedures. The provider had a conservatory for safe visits, this could be accessed from the outside.

The home was split into two floors. The registered manager explained in the event of an outbreak people would isolate in their rooms. There was a contingency plan in place that described key people to be contacted in the event of a pandemic. The home had support from the local GP surgery, and the local commissioning team.

The registered manager told us, no person would be admitted without a negative COVID-19 test and they would have to isolate for 14 days. They also told us, their laundry would be washed separately, and staff would be allocated to work with the new person during the isolation period. The provider's admissions

policy confirmed this was the correct process for the home.

Regular testing was being carried out; weekly for staff and monthly for people living in the home. This was in line with COVID-19 testing guidance. Consent was recorded in line with the Mental Capacity Act 2005.

## 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**

# Highfield House Residential 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 COVID-19 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 21 June 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 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.
- We were somewhat assured that the provider was using PPE effectively and safely.

Staff wore appropriate PPE when delivering personal care, but they left the persons room before removing it. There were no PPE stations kept outside of bedrooms. Staff walked through the home to the clinical waste bin before they disposed of soiled PPE. The registered manager assured us they would review this and make sure staff removed PPE inside the person's bedroom to further reduce the risk of cross contamination.

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