

Black Swan International Limited

Heathcote

Inspection report

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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

Heathcote is a converted residential care home without nursing for 29 people, some of whom are living with dementia. At the time of our inspection 21 people were being supported at this service.

We found the following examples of good practice.

Staff were observed to be wearing Personal Protective Equipment (PPE) in line with current government guidance at the time of the inspection.

Furniture within communal areas had been spaced effectively to encourage and promote social distancing to maintain the safety of the people supported.

Visiting professionals were required to evidence their vaccination status and produce a lateral flow test completed that day prior to entering the building. Once inside their temperature was also recorded to minimise risk to those residing within the service.

People's vaccination was recorded within their care plan to ensure appropriate steps were taken to plan and arrange for booster injections as may be required.

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

Heathcote

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 03 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- Paintwork was observed to be chipped and damaged in multiple areas of the building. This presented a risk these surfaces could not be effectively cleaned to minimise risk of cross contamination. The registered manager was already aware of this and refurbishment plans were already being arranged.
- 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.

Visiting in care homes

Visits to the service were taking place in line with current government guidance to support the well-being of the people supported.

The provider had installed a retractable clear screen to support safe visiting where this was required. This screen was cleaned after each use and erected near to open windows to support with ventilation.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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