

Wellburn Care Homes Limited

Heatherdale Residential Home

Inspection report

South Broomhill
Morpeth
Northumberland
NE65 9RT

Tel: 01670760796
Website: www.wellburncare.co.uk

Date of inspection visit:
01 March 2022

Date of publication:
07 April 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Heatherdale Residential Home is a residential care home providing personal care for up to 36 people. At the time of the inspection the home was full.

We found the following examples of good practice.

The home was clean and tidy. There were ample supplies of PPE and staff had received training in infection control procedures to keep people safe.

Relatives were able to visit their family safely, including within the home and also in a newly built garden pod. The provider continued to encourage essential care giver status with relatives.

The registered manager told us the staff team had supported each other throughout the pandemic to maintain staffing levels without the need for agency staff.

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

Heatherdale 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 1 March 2022 and was unannounced.

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 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.

Visiting in care homes

- The provider had a system for facilitating visits to people living in the home in accordance with the current guidance. The provider continued to communicate with relatives to further promote essential care giver status.

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.

At the time of this inspection, the Government had 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.