Heathcotes Care Limited

Heathcotes Queens Park Lodge

Inspection report

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17 March 2021

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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

Heathcotes Queens Park Lodge is a care home providing accommodation and personal care to four people at the time of inspection. The service can support up to eight people in one adapted building.

We found the following examples of good practice.

A person who used the service said, "I don't want to wear a mask, but I know that staff do to protect me and keep me safe." Staff told us the registered manager and senior leadership team, "Did a great job" in sharing current guidance with staff and that they were on hand to offer support as the need arose.

The premises were clean and well maintained. Additional cleaning schedules were in place since the beginning of the coronavirus pandemic. High touch areas such as door handles and light switches were scheduled for additional daily cleaning. There were three infection prevention and control (IPC) champions who ensured a high standard of cleaning was maintained.

Staff undertook IPC training and were seen to be following correct IPC practices at all times. This included putting on and taking off PPE, hand hygiene and other COVID-19 related training. Each person had a bin in their room for the safe disposal of PPE worn by staff. Staff described procedures in line with government guidance which were in place for the safe care of those who tested positive for COVID-19 and for all others in the house.

Staff and people who used the service undertook regular testing in line with government guidelines. Staff supported people to remain in contact with their families through video and information technology.

The registered manager was aware of the most recent government guidance on care home visiting and family members were made aware of how visits would be supported. The indoor visiting room was accessed separately from the rest the house and was fully equipped with PPE. There was also an outdoor visiting pod, which had a separate entrance.

The registered manager sought support and advice from external agencies including the local health protection team, Surrey County Council and CQC and was open to all advice and guidance offered.

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

Further information is in the detailed findings below.

Heathcotes Queens Park Lodge

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 17 March 2021 and was announced.

Inspected but not rated

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 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.