

Allandale Care Group Limited

# Heathermount Residential Home

## Inspection report

Heathermount  
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Date of inspection visit:  
25 February 2021

Date of publication:  
19 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

Heathermount Residential Home is a 'care home' providing accommodation and personal care for up to 16 older people, some of whom are living with dementia and require support with physical disabilities. At the time of our inspection eight people were living at the home.

We found the following examples of good practice.

The registered manager ensured there were effective infection prevention and control (IPC) procedures in place to prevent the transmission of infection; the environment was clean, hygienic and well-maintained.

The staff were provided with the necessary personal protective equipment (PPE), PPE stock levels were well managed, and staff were observed wearing the appropriate PPE during the inspection.

The registered manager ensured that staffing levels were effectively managed and careful consideration was given to the deployment of staff. Consistent staff were allocated to specific floors meaning there was less cross over of staff across the home.

Regular testing was in place for people living at the home and staff who worked there. High risk and most vulnerable people and staff had been identified and appropriate support measures had been implemented.

Relatives were supported to maintain regular contact with people who lived at the home. For example, video calls were taking place and a 'visiting room' was in place; the room had been set up to help facilitate socially distanced visits between people and their loved ones.

The registered manager ensured that the most recent / relevant COVID-19 policies, procedures and guidance were effectively communicated; staff confirmed that they were fully informed and updated on the most recent COVID-19 arrangements.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Heathermount 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 coronavirus 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 25 February 2021 and was announced.

## Is the service safe?

### Our findings

- 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.