

HC-One Oval Limited

Highclere Care Home

Inspection report

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Milton Keynes
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Date of inspection visit:
03 March 2021

Date of publication:
15 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Highclere Care Home is a residential care home providing accommodation and personal and nursing support for up to 40 people. It also supports people living with dementia. At the time of our inspection there were 29 people using the service.

We found the following examples of good practice.

Safe arrangements were in place for professional visitors to the service. This included temperature checks, lateral flow testing, risk and health questionnaires, hand sanitisation and wearing a mask.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant that people self-isolated in their rooms which were all en-suite when necessary. Staff were allocated to work on one floor to reduce movement across different floors.

Enhanced cleaning and disinfection took place to reduce the risk infection spread. There were sufficient numbers of housekeeping staff who completed checklists to record and monitor cleaning tasks.

There were sufficient supplies of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. Staff had received training in infection prevention and control, PPE including donning and doffing and hand hygiene.

PPE was kept in and near people's rooms for staff to easily access when they were supporting people with personal care. PPE was disposed of safely in clinical waste bins which helped reduce the risk of cross contamination.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if any positive results were received.

Infection prevention and control audits took place which ensured the registered manager had oversight of all aspects of infection control. Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe.

The registered manager had a comprehensive tracker to keep oversight of staff and people using the service isolation periods, testing and vaccines.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Highclere Care Home on our website at www.cqc.org.uk.

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

Inspected but not rated

Highclere 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 03 March 2021 and was announced ten minutes before entering the building. This allowed us to discuss risk factors related to COVID-19 before the inspection commenced.

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.