

Ms K A Rogers

# Highwell House Care Home with Nursing

## Inspection report

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Date of inspection visit:  
11 March 2021

Date of publication:  
26 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

Highwell House Care Home is a care home providing accommodation, personal and nursing care to a maximum of 34 people. The home supports younger and older people, some of whom, may be living with dementia. At the time of our inspection 27 people were living at the home.

We found the following examples of good practice.

- Visitors had their temperatures taken prior to entering the home and completed a health screening questionnaire. Visitors were asked to wash and sanitise their hands. Personal protective equipment was available for visitors to use.
- The service had ensured people continued to have contact with their family members through social media, video and telephone calls. Family quizzes had taken place through social media and using a projector so families could see each other. The management team had maintained regular contact with relatives to keep them informed about the wellbeing of their family member.
- Documents had been produced in an easy to read format to ensure people were provided with information on how to keep safe in a way they understood.
- Arrangements had been introduced for staff to appropriately social distance as much as possible.
- Staff were supported by the management team during periods of anxiety.
- People's individual religious and spiritual needs were met, supporting them through end of life visits from their preferred religious organisation.
- The home had adapted to support good Infection Prevention and Control (IPC) practices. A lounge had been converted into a visiting area so people could be visited safely. The home is in the process of constructing a conservatory to accommodate visitors. There are separate entrances into the home for visitors to use, dependent on where in the home their relative is living.

## 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**

# Highwell House Care Home with Nursing

## **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 11 March 2021 and was announced.

# Is the service safe?

## Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.