

## Methodist Homes

# The Herons

### Inspection report

The Herons Residential Home  
Calverton Close, Toton  
Nottingham  
Nottinghamshire  
NG9 6GY

Tel: 01159460007

Website: [www.mha.org.uk/care-homes/residential-care/herons](http://www.mha.org.uk/care-homes/residential-care/herons)

Date of inspection visit:  
02 February 2021

Date of publication:  
25 February 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Herons is a residential care home providing personal care for up to 39 older people. All bedrooms are en-suite. There are a variety of communal facilities which include a lounge, dining room, reading room and visitors room.

We found the following examples of good practice:

- People were supported to maintain contact with family members and friends using telephones and video calling. There was a separate visitors' area with a designated entrance so people could visit when it was safe to do so.
- Staff were observed to wear the correct Personal Protective Equipment (PPE) in line with government guidance. PPE was accessible throughout the service.
- Cleaning schedules had been increased to ensure high touch surfaces such as door handles were cleaned regularly. Additional cleaning had been introduced to maintain good hygiene standards.
- The service was using the space available to enable people to socially distance. The dining room had been re-designed so people could sit at a safe distance from each other.
- The service had an up to date infection control policy.
- People were safely admitted to the service in line with government guidance.
- Staff supported people to engage in socially distanced activities such as indoor bowls and food tasting sessions. Staff had put measures in place so people could participate in these events safely.
- People and staff were regularly tested for COVID-19.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured staff were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Herons

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 2 February 2021 and was announced.

## Is the service safe?

### Our findings

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 promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider's infection prevention and control policy was up to date.