

Teamcare Limited

Teamcare Limited t/a Highcliffe Residential Home

Inspection report

226 Preston Road
Whittle-le-Woods
Chorley
Lancashire
PR6 7HW

Tel: 01257265198
Website: www.highcliffe-resthome.co.uk

Date of inspection visit:
06 January 2022

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02 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Teamcare Limited t/a Highcliffe Residential Home (Highcliffe) is a residential care home providing personal care for up to 24 adults, including those who are living with dementia. At the time of our inspection there were 21 people living at the home.

We found the following examples of good practice.

There were policies and procedures in place, which provided staff with clear guidance about good infection control practices, including the management of Covid-19 and visiting arrangements during the pandemic.

Government guidance was being followed in relation to isolation criteria and testing programmes for service users, staff, visitors and visiting professionals. All employees had received both Covid-19 vaccinations and had completed specific training in relation to infection control and the management of Covid-19.

There were cleaning schedules in place and the environment was clean and hygienic. We were told 'touch' areas were being sanitised regularly and enough supplies of PPE were available. We saw staff wearing PPE correctly and there were well stocked PPE stations set up in appropriate areas within the home.

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

Teamcare Limited t/a Highcliffe 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 6 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The registered manager told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.