

Avery Homes Derby Limited

# Derby Heights Care Home

## Inspection report

Rykneld Road  
Littleover  
Derby  
Derbyshire  
DE23 4BU

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17 February 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Derby Heights is a modern purpose-built residential care home in the village of Littleover on the outskirts of Derby. The service has 74 beds and specialises in the care of older people, some of whom are living with dementia, mental health conditions, physical disabilities and sensory impairments. The service provides spacious accommodation for people and has its own secluded gardens and patio areas. At the time of our inspection there were 67 people were living at the home.

We found the following examples of good practice.

COVID-19 screening was done before people were able to enter the home and personal protective equipment (PPE) was provided.

The home had an outbreak of COVID – 19 and was closed to non-essential visitors. People were supported to contact their relatives and friends through video calls and telephone calls and window visits during this time. During the outbreak essential care givers and the families of people receiving end of life care continued to visit, in line with Government guidelines

Enhanced cleaning schedules included regular cleaning of touch areas such as handrails and door handles. This reduced the risk of cross infection.

Staff received training in infection prevent and control and the use of PPE and handwashing. Staff's competency and compliance in these areas was checked and staff were observed wearing PPE appropriately on the day of our visit.

Staff and people living in the service accessed regular testing for COVID-19, so that action could be taken swiftly if anyone developed symptoms or had a positive test result.

The infection prevention and control policy was up to date.

## 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**

Further information is in the detailed findings below.

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# Derby Heights 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 17 February 2022 and was announced. We gave the service one hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider 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.
- 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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.