

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Heatherwood Nursing Home Ltd

Location / Core Service address	Date
Heatherwood Nursing Home 47 Foxley Lane Purley CR8 3EH	23/09/2020

Dear Heatherwood Nursing Home Ltd

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

Infection control products: You have sufficient supplies of PPE to meet current and ongoing needs.

Infection control practice: Staff have been trained in current infection prevention and control guidance and in the use of PPE. Information has been displayed around the

environment to promote current practice in relation to the use of PPE and handwashing. The environment is frequently cleaned to reduce cross infection risks. You have plans in place to deal with an outbreak of COVID19 at the service.

Care and treatment for COVID19: You have assessed risks to people from COVID19 and have plans for how you will reduce these risks. Staff have been provided the training and the PPE needed to support people. People and staff are tested.

Non-COVID19 care and treatment: You are monitoring people's health and wellbeing. People are encouraged to eat and drink enough to stay well. Any health related concerns are reported promptly to the relevant healthcare professionals. You make sure people are stimulated and engaged through a range of daily activities at the service.

Staff cover: You have enough staff at this time to support people. You have arrangements in place to obtain more staff if this should be needed.

Staff support and training: You have regular meetings with staff and talk about any concerns they have. You have given staff information about how they can access additional resources to support their health and wellbeing. You have discussed risks to posed to staff from COVID19 and have plans for how to reduce these.

Safeguarding: People and staff continue to be encouraged to report safety concerns if these should arise. People are not unduly restricted and have been supported to maintain regular contact and have visits from relatives. You adhere to current practice to make sure these are done in a safe way.

Management of the service: You have continued with your programme of management checks and audits and made sure records are up to date. You keep up to date with changes to guidance and share these with staff. You are monitoring and updating your service plans to make sure you are prepared for increases of COVID19 infections in the community.

Please note, the summary of the ESF conversation we are sharing with you is intended as a private record of the conversation between you and our inspector and not as a public document giving assurance on the quality of care delivered by yourself, as a result we will not be publishing the summary documents on our website and don't envisage them being shared publicly.