

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Highpoint Care Limited

Location / Core Service address	Date
Colliers Croft Care Home 161 Clipsley Lane Haydock, St Helens WA11 0JG	29/06/2020

Dear Highpoint Care Limited

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 – Regular meetings with area manager and provider to ensure up-to-date guidance with IPC. Access relevant government sites such as PHE and CQC. Attend regular conference calls with LA infection control team. The registered manager has ensured that all staff work within the same units to reduce cross contamination. Hand hygiene audits are more robust and all staff come to work and

go home in their own clothes. Regular temperature checks are also completed on all staff. The home has been free from COVID for 3 weeks.

PPE – All staff have had PPE donning on and off training and follow correct guidance regarding usage.

Environment – The home has 3 floors with units on each separated with secure doors. This has allowed for outbreaks to be contained and ensure people are unable to cross to other units or floors. Each side of the home has a separate stair case which has also allowed for staff to only access the floors they are working on.

Accessible systems – Daily flash meetings are held with staff to make sure they are kept up-to-date with any changes. Supervisions have been held and there is a folder containing relevant information and guidance. In addition there are posters around the home reminding staff of PPE guidance and hand washing. Regular contact has been maintained with families.

Risk Management – Assessments, such as hospital discharge plans, have been amended to include any COVID related risks. The registered manager ensures that any new person coming into the home has had a negative COVID result. Staff have increased their monitoring of people's health and where people were identified as restless and like to walk around, floor sensors have been put in place in their rooms to help increase monitoring and reduce risk of contamination from others.

Staffing – The service is fully staffed and has access to a good team of bank staff to support with any shortages. The manager is currently looking to recruit new staff to provide 1:1 support for people who may need to self-isolate. Staff continue to receive relevant training through skills for care on-line training. The service also has three train the trainers to help with manual handling training. All recruitment of new staff has been done safely with relevant protective measures implemented; ie swabs.

Protection from Abuse – The registered manager told us they have a lot of 'social butterflies' within the home and three ladies in particular had started a walking club. They have tried to continue encouraging this but within the grounds of the home.

Skype has been used where possible to allow for family to contact people and some family members have visited and spoken through windows. The registered manager told us they had faced challenges due to people being affectionate towards each other and having to manage this in a safe way.

Assurance systems, processes and risk management – Staff safety and wellbeing has been considered at all times. Where some staff are considered 'at risk' but not shielding they have been kept them away from units where people have been symptomatic. Staff are all supportive of each other but there is also support from management including the area manager and provider. QA systems remains effective and with the implementation of the new PCS electronic system this will become more efficient. The registered manager described increased pressures due to additional records having to be completed for various external agencies, however, this has calmed down and staff have always maintained detailed records of people's care. The pandemic has actually increased the level of detail staff now write.