

Eventide Residential Home Limited

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Inspection report

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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

Eventide Residential Home provides accommodation with personal care for up to 18 people. There were 17 people using the service at the time of our inspection. The accommodation is provided over three floors accessed via a lift.

We found the following examples of good practice.

Staffing absences, due to COVID-19 infections and other issues had not impacted on staffing levels or the quality of support people received. Staff had worked hard to contain this outbreak within the service. The registered manager and staff team had completed additional shifts as necessary and the service had not needed to request support from agency staff or the wider system.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised. Changes had been made to the service's routines to limit infection risks during the current outbreak.

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. Essential care givers and visits to people in receipt of end of life care were possible. However, the service was currently closed to other visitors. People understood the need for these restrictions and were confident staff were taking appropriate steps to manage the outbreak of the infection. All five people we spoke with were happy with the care they received. Their comments included, "They are looking after me", "[The staff] all wear masks" and "[The staff] stick to the rules".

The service had invested in a "visitor pod" which enabled relatives to visit, see and talk to their relative's while ensuring social distancing measures were respected. Prior to the current outbreak and subject to negative lateral flow tests, relatives had been able to visit people in their own rooms.

People's relatives understood why visiting restrictions were currently in place and had confidence the service was meeting people's needs. There comments included, "[My relative] is very happy with the quality of care and their approach" and "When we visit, we wear PPE and do a test before we go. They are all following the rules".

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

Eventide Residential Home Limited

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 14 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

During the inspection we spoke briefly with five people while maintaining social distancing.

After the inspection we spoke with two people's relatives to gain their feedback on the service performance and visiting arrangements.

Is the service safe?

Our findings

Staffing

- The provider 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 somewhat assured that the provider was meeting shielding and social distancing rules. Current arrangements for staff breaks did not ensure social distancing measures were consistently respected. This was raised with the registered manager and promptly addressed. We have also signposted the provider to resources to develop their approach.
- 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.