

HC-One Oval Limited

The Polegate Care Home

Inspection report

Black Path
Polegate
East Sussex
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30 March 2021

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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

The Polegate Care Home is a nursing home providing support and accommodation for up to 44 people. At the time of the inspection, there were 40 people living at the home. 12 of the rooms at the home were booked by local hospitals for people who were 'non-weight bearing'. These were used for short term support for people.

We found the following examples of good practice.

The home was clean and hygienic. There was a designated housekeeping team and cleaning schedules reflected that high touch areas were being cleaned regularly throughout the day. A visitor pod had been created to facilitate safe visiting.

The home was following current government guidance on supporting visits to the home. Visits to the home were booked in advance and staggered throughout the day. Visitors took a lateral flow test before entering the building, signed a COVID-19 declaration form and had their temperatures taken. Visitors had the option to visit people in their bedrooms or in the designated visitor pod. Visitors that chose to see people in their bedrooms were asked to wear full personal protective equipment (PPE) throughout the visit. The visitor pod had an external entrance and a full length screen between the person and their visitor. There was a two-way speaker system in place to support people to be able to clearly hear. The visitor pod was cleaned between each use and the times of the pod visit were different to the in-house visits in order to reduce footfall in the home. People were also supported by staff to use video calling technology to keep in touch with their loved ones.

Visits to people receiving end of life care had been supported throughout the pandemic. There were limited restrictions on end of life visits in that two designated family members could come and go throughout the day following a negative lateral flow test result.

People were supported to socially distance where possible. Staff had tried to balance safety with people's wellbeing and encouraged people to get involved in in house activities. People who chose to stay in their bedrooms or were being supported with care in bed were supported with one to one activities.

Staff were wearing PPE in line with government guidance. There were PPE stations around the home. For people isolating in their rooms there were PPE stations outside their bedroom doors. Staff had received training in putting on and taking off PPE safely and the infection control lead completed regular competency checks to ensure staff were following correct procedures. Staff had also received infection control training.

There were risk assessments for people and staff to assess for factors that could increase their risk from COVID-19. People had COVID-19 care plans and individual visitor plans in place.

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

The Polegate 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 31 March 2021 and was announced.

Is the service safe?

Our findings

S5. 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's infection prevention and control policy was up to date.

We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Not all staff working at the home, worked exclusively at the home. Some members of staff worked in other health care settings. The manager had minimised the risk by ensuring that these staff received a lateral flow test before each shift they worked at the home. Agency staff were block booked and part of the home's regular testing regime. The manager was in the process of recruiting staff.

We have also signposted the provider to resources to develop their approach.