

Beeches Retirement Hotel Limited

Beeches Retirement Hotel

Inspection report

4 De Roos Road
Eastbourne
East Sussex
BN21 2QA

Date of inspection visit:
25 March 2021

Date of publication:
21 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Beeches Retirement Hotel is a residential home providing accommodation and support for up to 20 older people with care needs relating to older age, including dementia. At the time of the inspection there were 15 people living at the home.

We found the following examples of good practice.

There had been an outbreak of COVID-19 which had resulted in people being supported and cared for in their own bedrooms. At the time of the inspection the period of isolation had recently finished and people were able to use communal areas of the home. The registered manager had followed government guidelines relating to visiting throughout the pandemic including the most recent advice allowing one nominated person to visit.

The home benefitted from a large garden and conservatory both of which were used to accommodate visits. Relatives were asked to take a lateral flow COVID-19 test (LFT) and then waiting for 30 minutes for the result. If negative, a socially distanced visit took place.

Staff had a single point of entry and exit from the home and had their temperatures taken on arrival. Personal protective equipment (PPE) was put on at the start of every shift and there were PPE stations throughout the service where used PPE could be safely disposed and replaced. Any visitors to the home went through the same process and had a health questionnaire to complete before entering the home.

The home was clean throughout. A dedicated member of cleaning staff worked full time and was supported on every shift by staff who carried out a routine of regular cleaning of touch points and high reach areas. Some ornaments and wall hangings had been temporarily removed to minimise the risk of infection.

At the time of the inspection all people and staff were taking part in testing. People were being tested monthly and staff were having weekly polymerase chain reaction (PCR) tests and twice weekly LFT tests. All results were logged by the registered manager. All people and staff had received their first COVID-19 vaccine.

The outbreak and subsequent reviews of contingency plans had resulted in lessons learned and preparation for any future outbreaks. This included having a dedicated supply of PPE for use only during an outbreak, a more effective way of delegating tasks in the event of supervisors and managers being taken ill and plans to rapidly increase staff numbers to cover unexpected absences.

Since the beginning of the pandemic all staff have undergone training and refresher training in PPE, infection prevention and control and specifically, training related to COVID-19. The training has been provided internally by managers and by using online training forums.

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

Beeches Retirement Hotel

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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 25 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 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.