

Coast Care Homes Ltd

Whitecliff Care Home

Inspection report

Whitecliff
Charles Road
St Leonards On Sea
East Sussex
TN38 0JU

Date of inspection visit:
28 February 2022

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18 March 2022

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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

Whitecliff care home is a nursing home providing accommodation and support for up to 28 older people, many of whom were living with dementia. At the time of the inspection there were 25 people living at the home.

We found the following examples of good practice. The service used agency staff from one agency. Agency staff only worked at Whitecliff care home during the pandemic and were provided with an induction and complied with the home policies for covid-19 testing and training requirements, for example, infection prevention and control. Environmental audits of the home, carried out in response to the pandemic, had highlighted issues with dining room doors that were no longer fit for purpose and had been replaced. The home employed domestic and laundry staff that covered seven days a week.

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

Whitecliff 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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 28 February 2022 and was unannounced.

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 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.
- The provider had complied with visiting guidelines throughout the pandemic and at the time of the inspection were using a booking system with relatives and loved ones to minimise the numbers of visitors in the service at any one time. This arrangement was agreed with and supported by people and visitors. All visitors had to demonstrate a negative lateral flow device COVID-19 test ,taken on the day of visiting, had their temperatures taken and were required to wear face masks throughout their visit.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.