

Country Retirement & Nursing Homes Ltd

Eversley Nursing Home

Inspection report

95-96 Northdenes Road
Great Yarmouth
Norfolk
NR30 4LW

Tel: 01493854086

Website: www.kingsleyhealthcare.co.uk

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28 January 2021

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Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
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Summary of findings

Overall summary

Eversley Nursing Home provides accommodation, nursing, and personal care for up to 18 people. The service specialises in providing palliative and end of life care. On the day of our inspection, there were 18 people living in the service.

We found the following examples of good practice.

The provider had developed new ways of recording observations about people's health. These were shared with healthcare professionals in advance of appointments to facilitate smooth and timely consultations and reduce risk. People were screened twice a day for COVID-19 symptoms.

The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread COVID-19. All staff and visitors had their temperature and oxygen levels measured and a COVID-19 lateral flow test on entry. Where any concerns were raised, visitors were asked to wait outside and were provided with advice and guidance over the phone by the care service manager or lead nurse.

Visitors entered into an agreement with the service to abide by infection prevention and control rules and their contact details recorded. Information and instructions for visitors were clearly displayed and explained in person. Staff were adhering to personal protective equipment (PPE) and social distancing guidance.

People were supported to speak to their families on the phone or via video call through a wide range of platforms. Visits were also available in the garden with risk reduction measures in place. The service had strict arrangements to facilitate reduced risk indoor visits for people at the end of their life.

The provider had robust isolation arrangements in place for people who were infected with COVID-19, or for people who had been admitted to the home from hospital or the community. There was clear information and procedures for staff to care for people who were isolating. This effectively reduced the risks of transmission of COVID-19 within the home.

To ensure reduced risk of transmission of COVID-19, staff had breaks scheduled so that they were on their own and not mixing with others.

The provider had ensured risk assessments had been carried out for all staff to determine their vulnerability to COVID-19 and where it was not safe for staff to be at work, the provider organisation had financial and other support arrangements in place to protect staff and people.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Eversley Nursing 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 the CQC response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This inspection took place on 28 January 2021 and was an announced, targeted inspection looking at the infection control and prevention measures the provider has in place and seeking to identify examples of good practice.

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.