

Eastlands Health Care Limited

Eastlands

Inspection report

Kingfisher Way
Sutton In Ashfield
Nottinghamshire
NG17 4BR

Tel: 01623528960

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07 January 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

Eastlands supports and provides care for people with a learning and/or physical disability. They also provide care for people who are living with dementia. The home can accommodate 20 people. At the time of the inspection there were 17 people using the service.

We found the following examples of good practice.

People and their visitors were protected from catching and spreading COVID-19. People had named visitors who could attend regularly. Pre-arranged visits for others were also available. All visitors were informed of the requirement to provide a negative Lateral Flow Test (LFT) result and to show their COVID-19 Passport. All visitors were required to wear Protective Personal Equipment (PPE) in accordance with the provider's COVID-19 policies and procedures.

Where an outbreak of COVID-19 was identified, the provider ensured government guidelines regarding safe visitation to the home continued. This protected people from the risk of social isolation and enhanced their mental wellbeing.

People were supported to use and access their environment in a safe way. Social distancing was encouraged wherever possible. We observed communal areas were well ventilated and seating areas were separated wherever possible. One person had COVID-19 at the time of this inspection. Safe isolation procedures were in place to protect others from the risk of infection. Staff had also taken the time to explain to the person why they needed to isolate and what would happen over the coming days.

People were admitted to the premises safely. Proof of a negative LFT were required two days prior to admission and another on the day of arrival. People were encouraged to isolate upon arrival, although it was acknowledged this could prove problematic for people living with dementia. For those people, specific staff were assigned to support them ready to identify any potential risks. Staff also refrained from mixing on other floors of the service.

There were ample supplies of PPE at the home. Staff had received training on how to 'Don and Doff' (put on and take off) their PPE to reduce the risk of cross-contamination. Staff explained to people why PPE was needed, especially when they left the home for any reason.

A robust testing regime was in place. All staff and people living at the home were tested regularly and in accordance with government guidance. Staff test results were stored centrally enabling the provider to continually review whether staff had been tested and if not, to find out and to act. All staff were fully vaccinated. Most people living at the home had been fully vaccinated and received a booster. All had received at least two vaccinations.

The layout of the premises ensured the risk of the spread of COVID-19 was reduced. Regular cleaning of all

touch points and other key areas was carried out throughout the day. PPE was readily available, and we observed staff wearing PPE as required.

There were enough staff to support people safely and to cover any staff holidays, sickness and COVID-19 isolation. Where needed, regular agency staff provided cover for shifts. A negative LFT result and vaccine passport was required prior to agency staff commencing their role.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Regular COVID-19, outbreak and other related audits were carried out to help identify any areas of concern. We saw action plans were in place and reviewed. Staff wellbeing was paramount, and the provider had implemented a number of initiatives to support staff.

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.

Inspected but not rated

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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 7 January 2022 and was announced. We gave the provider 24 hours' notice of the inspection.

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.
- 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.