

Sussex Housing and Care Saxonwood

Inspection report

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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

Saxonwood is a residential care home providing accommodation and personal care for up to 36 older people. At the time of the inspection there were 31 people living there. Accommodation was provided over three floors.

We found the following examples of good practice.

People were supported by staff to have visits from friends and family. All visits were by appointment only and there were good safety measures to ensure as far as possible people were prevented from the risk of infection. There was a choice of visiting in the home or in a visitor's pod in the garden. The pod was cleaned between each visit. Some people's relatives lived at a distance and staff supported people to stay in touch through video calls. If relatives did not have facilities for video calling, staff provided updates via telephone or email.

People were supported to go out safely and, where possible, were encouraged to wear a mask and to take a lateral flow device (LFD) test when they returned to the home.

The registered manager told us that throughout the pandemic increased focus had been placed on providing additional activities to support people's emotional wellbeing. We saw that there was increased emphasis on arts and crafts. People had been involved in creating murals on corridor walls and there were photos of people's participation also displayed. During the summer months vegetables and flowers were grown. People told us they were looked after well.

Some changes had been made to the property and to procedures to promote safety. These included changing the entrance to the side of the property so that all visitors had immediate access to hand washing facilities on arrival. Light fittings in all communal areas were replaced with sensor lights. Communal toilets were now designated to individuals to avoid cross contamination. Some areas that were previously carpeted had been replaced with new flooring that was easier to clean regularly. Staff uniforms were washed on site.

The home had experienced two outbreaks, one affected people and staff and the second affected staff only. Additional measures were put in place during outbreaks such as staff wearing scrubs and additional PPE and people were cared for in their bedrooms. The dining room and lounge areas were altered to ensure greater social distancing. Following each outbreak an assessment was made of what worked well and what could have been done differently.

All staff wore PPE and had received training on infection control, putting on and taking off PPE, hand washing and COVID-19 awareness training. This training had been updated at regular intervals. The registered manager and deputy manager had also completed infection control champion training. Spot checks were carried out to ensure staff remained competent in all these areas. Hand sanitisers were readily available throughout the home. There were detailed arrangements to ensure all laundry was handled safely

and the risk of cross contamination minimised.

The home was clean throughout. There were cleaning schedules to demonstrate the routine and additional cleaning that was carried out. Personal protective equipment (PPE) was stored appropriately and was strategically placed throughout the building. Regular testing for people and staff was taking place. All staff now had an LFD test prior to every shift. People were also supported to have a monthly PCR test.

The home had some long-term agency staff that were used from time to time. They ensured that these staff received essential training to work at Saxonwood and they were also assessed in terms of competency to make sure that in the event of a staff shortage they would be able to take on all staff responsibilities. A number of staff also completed additional training to ensure they could step into different roles if the need arose.

At the start of the pandemic staff shift times had been increased in an attempt to reduce the footfall into the care home. It was recognised that the longer hours were difficult for staff and following a period of staff consultation there were plans to reduce the length of shifts. Staff told us they welcomed this move.

The registered manager told us they had very good support from within their organisation and externally. They attended a registered manager's forum and had also taken part in training provided as a result of attending these forums.

The registered manager told us that staff support and wellbeing had been a priority. Gifts were provided for all staff and staff that normally used public transport were given taxis to work instead. All staff received regular one to one support. One person told us that everyone had received a red rose and chocolates for Valentine's day. They were really pleased with this gesture.

Throughout the pandemic the home had strong support from their GP. Weekly video calls were made to the home and the GP was able to see each person in turn to check they were well. The registered manager told us a nurse practitioner had also recently been allocated to the home and they were also working closely with the medicine's optimisation team.

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

Saxonwood

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 17 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 registered manager told us that people's relatives were welcomed to visit the service in line with government guidance. The home had a visitor's pod in the garden. Some people's relatives were unable to visit so staff facilitated video and phone calls to keep them up to date and to give them the opportunity to see their loved ones.

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.