

Eastbourne & District Mencap Limited

4 Mill Road

Inspection report

4 Mill Road
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14 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

4 Mill Road is a residential home supporting up to ten people. At the time of our inspection, nine people were living at the home, including one person who was in hospital. People living at the home had learning disabilities and/or autism.

We found the following examples of good practice.

During an outbreak of COVID-19, people were supported to isolate in their rooms where they were able to. People who were not able to self-isolate used designated communal areas at different times. During the various lockdowns over the pandemic, staff had supported people with in-house activities such as Chair yoga via zoom, zoom quizzes, art and craft projects, themed weeks, come dine with me competition, name that tune, cooking and gardening to support individuals well-being. People were also supported to do their personal shopping online.

People had been supported to keep in contact with their loved ones throughout the pandemic. People received visits inside the home where possible. People were also supported to use video and phone calls as well as window visits.

There were personal protective equipment (PPE) stations around the home. These had been placed in areas of the home where people needed support with personal care. Each PPE station had a donning and doffing (putting on and taking off) poster for staff to follow. Staff were using PPE in line with government guidance.

Staff had worked with people to understand how to stay safe during the pandemic. People were supported to wear face masks when going out and to sanitise their hands upon return. People who went to work and visited day centres had agreed to have additional lateral flow device (LFD) tests before attending these.

The home was clean and free from clutter. The Local Authority had provided a cleaning service during the home's outbreak period to support with deep cleaning of the home. People and staff had found this a positive experience and going forward, were looking to implement a designated cleaner at the home.

Staff had worked with people to support them to declutter their rooms and order additional storage furniture to limit infection control risks around the home. People were proud of their tidy rooms and the work they had done. People had designated home days in which they did their own laundry and cleaned their rooms with the support of staff. Staff also cleaned high touch areas three times a day. Staff cleaned communal areas at night and this was recorded. The registered manager was looking at ways to record the cleaning that people living at the home did whilst keeping a homely feel to the service.

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

4 Mill Road

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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 14 January 2022 and was announced. We gave the service 48 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. Staff had been through a difficult time during the outbreak due to a number of staff testing positive. The registered manager had contacted the local authority for support during this time. The registered manager was currently recruited for new staff, this had been a challenge throughout the pandemic.

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider's infection prevention and control policy was up to date. There was an up to date infection control policy as well as an outbreak risk assessment. The provider had a business continuity plan, however more work was needed for this to be effective at times of staffing issues. The provider needed clear contingency plans in place in the event that the running of the service was affected.

- We were somewhat assured that the provider was making sure infection outbreaks could be effectively prevented or managed. The registered manager had identified that staff who were new to the team had not yet had face to face infection prevention and control training, although most had completed online training. We discussed with the registered manager whether practical observations were required to ensure staff were following correct infection control procedures. The registered manager worked regularly alongside staff and did not have any concerns about staff following correct procedures but told us this was something they would consider. Agency staff were routinely block-booked to work at the home and not work in other services, however this had not been possible during an outbreak of COVID-19 at the home. Agency staff completed testing for COVID-19 in line with government guidance and had their vaccination status checked on entry to the home.

We have also signposted the provider to resources to develop their approach.

- 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 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.