

St Michael's Care Homes Limited

# Dorley House Residential Care Home

## Inspection report

19-20 Bedfordwell Road  
Eastbourne  
East Sussex  
BN21 2BG

Tel: 01323729545  
Website: [www.stmichaelscare.com](http://www.stmichaelscare.com)

Date of inspection visit:  
23 February 2021

Date of publication:  
05 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Dorley House provides care and accommodation for up to 33 older people with care needs associated with older age including dementia. There were 24 people living at the service on the day of our inspection.

We found the following examples of good practice.

At the time of our inspection the home was recovering from an outbreak of Covid-19. Only one person remained in isolation in their room. People who had completed their period of isolation were now able to access communal areas. Dorley House had a large open communal dining/lounge area and separate television area. Staff were supporting people to remain safe, however, due to people's dementia and memory loss it was not always possible to ensure people remained socially distanced. The manager had made some changes to seating arrangements in the dining room to support this.

The home had designated housekeeping staff to maintain appropriate levels of cleanliness. This included regular and deep cleaning of bedrooms, communal areas, bathrooms and toilets. All staff ensured regular disinfection of frequently touched surfaces of the home for example door handles and keypad entry systems. Any new admissions to the home were tested prior to admission and required to isolate in accordance with government guidance.

Current guidance was being followed in relation to infection prevention and control. Personal Protective equipment (PPE) stations were located around the home and staff were wearing PPE appropriately. Visiting was in line with government guidance, people entering the home were offered Lateral Flow Covid-19 tests, temperatures were taken and PPE provided. The manager had a programme in place to ensure people and staff were tested regularly. This was alongside twice daily temperature testing for everyone and observing people for any signs or symptoms of Covid-19. The manager spoke highly of staff and was proud of the hard work and commitment staff had maintained at the home throughout the Covid-19 outbreak.

## 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**

# Dorley House Residential 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 23 February 2021 and was announced.

# 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.