

Seaford Homes Limited

Nova House

Inspection report

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23 February 2021

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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

Nova House is a residential care home providing accommodation and support for up to 30 older people, some of whom were living with dementia. At the time of the inspection there were 24 people living at the home.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the beginning of the pandemic which resulted in people being supported to isolate in their bedrooms. At the time of the inspection the period of isolation had finished. The registered manager had followed the government guidelines on visiting throughout the pandemic.

Several people at the home were living with dementia. Staff spent time talking to people and reassuring them about the need for staff to wear personal protective equipment (PPE) and the need to socially distance as far as possible. Staff encouraged social distancing with extra space being put between seating in communal areas including dining table settings.

A vacant ground floor bedroom was used for relatives to visit. Relatives wore full PPE and sat at a safe distance from their loved ones. Throughout the pandemic relatives were able to keep in touch using video calls and facetime messaging.

The service had one cleaner and was in the process of recruiting two more. Staff helped with the cleaning routine to ensure seven day a week cover. A general cleaning regime was in place as well as a covid-19 specific regime. This ensured that all high reach areas and frequently touched areas for example, door handles and tabletops were cleaned several times every day.

Since the beginning of the pandemic all staff have undergone training and refresher training in PPE, infection prevention and control and specific training relating to Covid-19. The training has included online and some face to face sessions with some being provided internally and some by external bodies. Regular updates have been received from the local authority and Public Health England and these have been cascaded to all staff using a dedicated WhatsApp group with key points being reinforced during supervision meetings.

Staff had a dedicated point of entry to the home where they were able to change and put on PPE and have their temperatures taken before the start of each shift. We saw staff wearing PPE appropriately throughout the home and there were several locations where staff could dispose of used PPE, in foot-pedal operated bins, and put fresh PPE on. Any professionals visiting the home went through the same process of having temperatures taken and wearing full PPE.

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

Nova House

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures 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.