

Prideaux Lodge Care Ltd

Prideaux Lodge

Inspection report

148 Barnhorn Road
Bexhill On Sea
East Sussex
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Tel: 01424844989

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04 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

Prideaux lodge provides accommodation and personal care for up to 20 people. At the time of our inspection, there were 17 people living at the service. Most people were living with dementia.

We found the following examples of good practice.

Staff supported people to understand what was happening during the pandemic. Staff had used people's teddy bears and dolls to demonstrate personal protective equipment (PPE) that staff would be wearing and encouraged people to try this on for themselves. When introducing testing to people, staff had shown people the test kits and demonstrated on teddy bears and dolls to help people to understand the process. One staff member had knitted care worker dolls wearing PPE to show people. Easy read documents had been produced and read with people to help them understand why they had to stay at the home during the national lockdown.

The provider had made changes to the environment to support infection control. This included changing carpets to lino flooring. Radiator covers in communal areas had been changed to wipeable covers. Hand sanitising dispensers had been changed to sensor activated dispensers to reduce the need for staff to touch them. There were sensor activated lights throughout communal areas of the home, this reduced the amount of light switches that would be frequently touched. Wipeable tables had also been bought for people to use to participate in activities safely.

There were clear plans in place on how to support people in the event of an outbreak. As people would find it difficult to understand the need to isolate in their rooms in the case of an outbreak, staff had practised trial days. This was where people would spend the day being supported in their bedrooms and provided with one to one activities throughout the day to get people used to the idea of being in their bedrooms if needed.

Staff had been upskilled and trained to know each other's job roles. This meant that if staff became unwell, each person's role could be covered by another staff member. Staff worked exclusively for the service. The provider had ensured that staff did not use public transport to get to work and had provided taxis for staff who needed them. Staff had also been supplied face masks and hand sanitiser that they could use in the community.

Staff had focused on people's wellbeing throughout the pandemic. The registered manager had used community links to involve people in a number of projects. This included supporting people to participate in virtual physio therapy and movement sessions. The provider had increased the amount of hours allocated to activity workers in order to provide more in-house activities for people.

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

Prideaux Lodge

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 5 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.