

Runwood Homes Limited

Eastham

Inspection report

Main Road
Woodham Ferrers
Essex
CM3 8RF

Tel: 01245320240
Website: www.runwoodhomes.co.uk

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27 January 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

About the service

Eastham is registered to provide accommodation and personal care for up to 30 people. The service does not provide nursing care. At the time of our inspection there were 19 people using the service.

People's experience of using this service and what we found

People living at Eastham care home and their relatives were kept up to date about the impact of COVID-19 on the service by the management team, and relevant policies and procedures were in place to prevent the spread of infection.

Rating at last inspection

The last rating for this service was good (published 17 April 2020)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Eastham

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on specific concerns we had received about the service. As part of this inspection we looked at the Infection Prevention and Control measures in place. This was conducted so we could understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector and an assistant inspector.

Service and service type

Eastham Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and other professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager and two care staff. We also spoke with the local authority, quality improvement and safeguarding team and other visiting healthcare professionals. We reviewed a range of records relating to the management of the service, including quality audits, health and safety records, incident and accident logs and policies and procedures.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check the service was compliant with infection prevention and control (IPC) measures to keep people safe.

Preventing and controlling infection

- We were assured the service was following correct infection prevention and control guidance and policy to protect people from infection and prevent the spread of infection.
- Management were making sure infection outbreaks could be effectively prevented or managed and people were admitted safely to the service. Staff were using personal protective equipment (PPE) effectively and safely.
- The provider was accessing testing for people using the service and staff, taking appropriate action according to the results received.
- The Layout of the furniture had been changed to encourage social distancing. Chairs that are not to be used have easy read signs on. Dining room tables had been separated and spaced out. Risk assessments were in place for people who walk with purpose, with additional monitoring by staff.
- Kitchen staff have their own access to the building and separate facilities ensuring contact with main home is minimal.
- The service has adequate personal protective equipment. Contaminated PPE is disposed of correctly in clinical waste bags. Each area of the service has donning and doffing stations. Therefore, staff can put on clean PPE and dispose of contaminated PPE without the risk of spreading infection.
- The provider has provided staff PPE training alongside training provided by the NHS.
- Staff told us they felt supported by the provider and the management of the service. Comments included, "We have plenty of PPE and we have had the relevant training." The registered manager told us, "The company have ensured we have everything we need."