

Eothen Homes Limited

Eothen Residential Homes - Whitley Bay

Inspection report

Park Gardens
Whitley Bay
Tyne and Wear
NE26 2TX

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Website: www.eothenhomes.org.uk

Date of inspection visit:
19 October 2020

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09 November 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Eothen Residential Homes – Whitley Bay is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Eothen - Whitley Bay provides accommodation for up to 35 people who require support with personal care, some of whom are living with dementia. 34 people were using the service at the time of the inspection.

We found the following examples of good practice:

- People were supported to keep in touch with their family members via videocalls. Others had been helped to hold telephone calls whereby the relative was outside and the person sat in the lobby, meaning they could see their relatives. Newsletters kept relatives updated regarding in house activities and celebrations. People who missed regular religious services had been supported to attend these via videocall.
- Staff had undertaken additional training in infection prevention and control. Additional staffing was built into contingency planning, meaning agency staff were not used at any point. The registered manager had employed and trained the regular hairdresser as a care worker. This meant people could continue to have their hair styled/cut even when visits were restricted. The registered manager was aware of the importance of staff wellbeing and ensured they took breaks and stayed hydrated.
- Systems were in place to prevent people, staff and visitors from catching and spreading infections. Clear, accessible signage and personal protective equipment (PPE) protocols were in place at the front entrance. Additional cleaning of all areas and frequent touch surfaces was in place.
- Infection control audits were regularly carried out. There was a live risk assessment and action plan in place which the registered manager regularly reviewed and updated. The registered manager had produced a brief guide to the current pandemic, explaining to people and their relatives some of the restrictions and procedures in place.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Eothen Residential Homes - Whitley Bay

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 October 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.