

East View Housing Management Limited

East View Housing Management Limited - 25 Alexandra Road

Inspection report

25 Alexandra Road
St Leonards On Sea
East Sussex
TN37 6LD

Tel: 01424720749
Website: www.eastviewhousing.co.uk

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03 March 2022

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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

East View Housing Management Limited - 25 Alexandra Road is a care home providing social and residential care for up to three adults with learning disabilities. On the day of our inspection there were three people living in the home.

We found the following examples of good practice.

The home was clean and tidy. People had designated days when they and staff cleaned their rooms. Staff regularly cleaned high touch areas around the home such as door handles and light switches. Staff opened windows at regular intervals to ensure good ventilation. The living room furniture had been arranged to ensure there was a distance between people if they sat on the sofa and chairs.

Staff had supported people to understand the changes to government guidance and what it meant for them at different times throughout the pandemic. When people were not able to go out regularly, staff ensured people had things to do at home. Staff told us that activities arranged at the home had brought people closer as companions. People had completed pieces of artwork together and had held video console competitions.

Staff had worked hard to ensure that promoting people's independence and reaching their goals was not affected by the pandemic. One person's goal was to improve their experience of leaving of the home. Staff had worked with the person to increase their confidence in going out in between various lockdowns and the person was now happy to go out regularly.

There was a regular staff team at the home. Where staff were needed to be shared with two of the provider's other homes, staff did a lateral flow test before working at the home. The home had one regular agency member that they had used if they needed to. This staff member was subject to the home's testing regime. Where staff had been risk assessed as more vulnerable to COVID-19 or having vulnerable family members, adjustments had been made to their working arrangements where needed.

People at the home naturally socially distanced from each other but staff reminded people if they needed to do so. When the home had an outbreak of COVID-19, staff had encouraged people to remain in their bedrooms. As people used a communal bathroom, staff developed a system with people to ensure the bathroom could be deep cleaned between each use. Due to the small domestic property type, zoning and cohorting was not possible. However, people were aware of the need to socially distance and if they needed to isolate.

People were supported to go out when they chose to. Where people were happy to, staff encouraged them to wear face masks in busy places. Where people were unable to wear face masks, people were encouraged by staff to keep their distance from others when out.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had received training in how to safely put on and take off PPE. People living at the home were used to staff wearing 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

East View Housing Management Limited - 25 Alexandra Road

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 3 March 2022 and was announced. We gave the service 48 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

Visiting procedures were in line with government guidance. Most people's families chose to see their relatives outside of the home or at their family home. However, people's families were always welcome to visit if they chose to. Visitors to the home were asked to wear face masks and take a lateral flow test before entering.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.