

Health and Home (Essex) Limited

# Alexander House Private Nursing Home

## Inspection report

25-27 First Avenue  
Westcliff On Sea  
Essex  
SS0 8HS

Tel: 01702346465

Date of inspection visit:  
29 December 2021

Date of publication:  
03 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Alexander House Private Nursing Home is registered to provide accommodation for persons who require nursing or personal care and treatment of disease, disorder or injury for up to a maximum of 25 people. At this inspection 12 people were using the service, some of whom were living with dementia and had a mental health condition.

We found the following examples of good practice.

- At this inspection the provider was enabling relatives to visit their family members. However, the provider had a lack of understanding regarding facilitating visits from professionals.
- Appropriate infection prevention control practices were observed by staff, such as the wearing of masks, gloves, aprons and included good hygiene practices.
- Training information provided to the Care Quality Commission prior to this targeted inspection recorded all staff had attained infection, prevention and control training.
- The environment was visibly clean and odour free.

## 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**

# Alexander House Private Nursing Home

## **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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

This inspection took place on 29 December 2021 and was unannounced.

# Is the service safe?

## Our findings

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 using PPE effectively and safely.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. The provider was following the government's guidance on whole home testing for staff employed at the service. However, they had not followed this for people who had recently moved to Alexander House Private Nursing Home from other services.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured the provider was facilitating visits for people living in the service in accordance with current government guidance. Although the provider was facilitating visits from relatives, the provider demonstrated a lack of understanding regarding facilitating visits from professionals. Specifically, professionals had tried to visit Alexander House Private Nursing Home on a number of occasions, to undertake safeguarding enquiries and reviews but the provider had either cancelled the planned visit by the Local Authority or did not respond to emails in a timely manner to enable the visit to take place.

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.

- We were somewhat assured the service was meeting the requirement to ensure staff and non-exempt staff were vaccinated against COVID-19. The provider's representative confirmed during the inspection that a record of visiting professionals COVID-19 vaccination status was not maintained. Evidence to demonstrate staff's vaccination status was requested on 29 December 2021. Following the inspection, on 7 January 2022, the provider was asked to send us confirmation of this. Confirmation of staff vaccination status was provided on 11 January 2022.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, cleaning schedules did not include frequency of cleaning of high touch areas, for example, light switches, keyboards and door handles. Records should confirm this has been considered and completed.

We have also signposted the provider to resources to develop their approach.