

East View Housing Management Limited
East View Housing
Management Limited - 24
Tower Road West

Inspection report

24 Tower Road West
St Leonards On Sea
East Sussex
TN38 0RG

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Date of inspection visit:
20 May 2021

Date of publication:
03 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

East View Housing Management Limited - 24 Tower Road West is a care home providing support and accommodation for up to six people with a learning disability and/or autism. At the time of our inspection, there were five people living at the home.

We found the following examples of good practice.

People were supported to go out safely. People attended the hairdresser, shopping for essentials and walks with the support of staff. The home was set up to receive visitors and there were safe procedures in place for visiting. Visitors were required to complete a lateral flow test and have their temperatures checked before coming into the home. Visitors were asked to wear personal protective equipment and sign a health check form. The registered manager had discussed visiting with each person and their relative. Relatives had chosen not to come into the home for the time being and chose to see their loved ones through window and garden visits. People were also supported to keep in touch with their loved ones through phone and video calls.

People had been supported with a range of activities throughout the pandemic. One person told us about the new activities they had tried during lockdown and was proud to show us a photobook of what they had done. Activities included arts and crafts, baking, gardening and games. The registered manager told us they had used electronic devices to connect to the provider's other homes to support people to participate in quizzes.

The registered manager had plans to support people in the event of a COVID-19 outbreak. An area of the home had been designated to be used to support someone to isolate safely with their own bathroom. Staff had discussed what would happen in the event of an outbreak. A group of staff had agreed to move into the home in the event of a COVID-19 outbreak. It would be difficult for people to understand the need to self-isolate in the event of an outbreak and the registered manager had discussed that some people may need one to one support during this time to help them to keep safe.

The home had plenty of personal protective equipment (PPE). Staff were following government guidelines for safe use of PPE. The storage had been considered based on people's needs and preferences. Staff had received training in safely putting on and taking off PPE as well as infection prevention and control (IPC). Part of the registered manager's Infection control audit involved meeting with staff and completing spot checks for donning and doffing of PPE. People were not upset by staff wearing masks and some people enjoyed wearing masks themselves.

The home was clean and tidy. Cleaning schedules were in place and high touch areas were cleaned at least four times a day. Windows were opened frequently to increase ventilation in the home.

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 - 24 Tower Road West

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 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 20 May 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.