

North Corner Lewes Limited

North Corner Residential Care Home

Inspection report

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Lewes
East Sussex
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Tel: 01273474642

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11 May 2021

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27 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

North Corner Residential Care Home is a care which provides accommodation and personal care for up to 16 older people, some of whom were living with dementia. At the time of the inspection 10 people were living there.

We found the following examples of good practice.

People were supported to maintain contact with their family and friends. In line with government guidelines at the time of inspection, each person was allowed one named visitor. In addition, people were able to receive window visits and as the weather improved garden visits were being re-introduced.

Where people were considered to be end of life, they were able to receive regular visits from family in their bedrooms. Throughout the pandemic people had been supported to keep in touch through the use of phone and video calls and this was continuing to happen.

All visitors were required to have a rapid COVID-19 test before the visit. During the visit they wore the appropriate personal protective equipment (PPE).

Staff had access to PPE. They had received infection control and specific COVID-19 training, and this included guidance for staff about how to put on and take off PPE safely. Regular testing for people and staff was taking place.

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

North Corner Residential Care 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.

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 11 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 somewhat assured that the provider's infection prevention and control policy was up to date. The infection prevention and control policy had not been updated to include COVID-19. There was no COVID risk assessment or contingency plan related to COVID-19. However, the interim manager and care manager had good oversight of what was needed. They were aware of current government guidance and where to seek further information if required.

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home looked clean and tidy. There was a cleaning schedule, but this had not been updated to include specific high touch areas. The housekeeper told us what they did each morning and this included cleaning door handles, backs of chairs, keypads and light switches. Whilst the regular cleaning was documented as completed, the cleaning of high touch points had not been recorded. Care staff were responsible for cleaning high touch points during the afternoon. Staff had received training and understood the importance of regular cleaning. Throughout the inspection we saw staff wiping areas that had been in use. The manager told us they were confident the regular cleaning took place. They told us they would update the cleaning schedule to include high touch points and record when this had been completed.

The home had been redeveloped following long period of neglect. The laundry room was relatively new and did not include a hand wash basin. This was discussed with the interim manager who said this would be addressed. The interim manager was confident staff were following appropriate handwashing guidelines. There was adequate amount of hand gel and handwashing facilities throughout the home. The latest infection prevention and control audit demonstrated observations of staff handwashing was taking place.

After the inspection we spoke with the registered manager who told us that a hand wash basin was in the process of being installed.

- 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 making sure infection outbreaks can be effectively prevented or managed.

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

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