

# Estuary Housing Association Limited

## Norton Place

### Inspection report

162 Ness Road  
Shoeburyness  
Essex  
SS3 9DL

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Date of inspection visit:  
07 December 2020

Date of publication:  
27 January 2021

### 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

Norton Place is a nursing home, for up to 11 people with learning disabilities and complex health needs. At the time of our inspection there were nine people living at the service.

We found the following examples of good practice.

The registered manager has followed guidance on infection control procedures to safely support people living at the service during the pandemic.

People and staff have regularly been tested for COVID-19 and where positive results have been returned the registered manager had acted quickly to support people and mitigate risks.

All staff had received training on how to properly use PPE and there were good systems set up in the service to support the donning and doffing of PPE. Staff had been issued with uniforms at the start of the pandemic to wear and changing were facilities in place.

The registered manager held a party when staff were issued with wearing PPE, to try and help people associate a fun activity with the wearing of PPE by staff, to help prevent them being scared or concerned.

Guidance had been implemented to allow where possible, for relatives to continue to visit people safely. Where visits were unable to go ahead, video calls had been used.

People had been supported to continue to access healthcare services. This had included visits from the palliative care team and video support from speech and language therapy. The registered manager told us they had also received support from a community nurse specialising in support for people with a learning disability and had regular calls with the GP.

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 that this service met good infection prevention and control guidelines.

Further information is in the detailed findings below.

**Inspected but not rated**

# Norton Place

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 7 December 2020 and was announced.

# 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 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.