

Coast Care Homes Ltd

# Whitecliff Care Home

## Inspection report

Whitecliff  
Charles Road  
St Leonards On Sea  
East Sussex  
TN38 0JU

Date of inspection visit:  
08 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Whitecliff care home provide accommodation and support for up to 28 older people, many of whom were living with dementia. At the time of the inspection there were 17 people living at the home.

We found the following examples of good practice.

There had been an outbreak of COVID-19 at the home and people had been supported to isolate in their bedrooms. At the time of our inspection, the home had finished its isolation period but remained closed to visitors other than garden or window meetings, due to lockdown restrictions remaining in place.

The registered manager told us that during the outbreak some people were unable to understand the need for self-isolation due to living with dementia. Steps had been taken to encourage social distancing with seating in communal areas positioned so that people did not directly face each other but could still communicate with each other. Despite the service having reduced number of residents, staffing numbers had been kept the same which enabled staff to spend more one to one time with people.

The provider had carried out some decoration of the service during lockdown. Arts and crafts created by people had been temporarily removed from walls to maximise infection control and this had been explained to and understood by people.

The service was clean throughout with personal protective equipment (PPE) stations in every corridor and room. Staff had a dedicated entrance and exit room direct into the service where they changed, washed, put on and took off PPE appropriately. On first entering the service each day, had their temperature taken.

## 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**

# Whitecliff 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control 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 8 February 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.