

LWT Health Care Limited

Streatfeild House

Inspection report

Cornfield Terrace
St. Leonards-on-sea
TN37 6JD

Tel: 01424439103

Date of inspection visit:
15 February 2021

Date of publication:
26 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Streatfeild House is a residential home providing personal care and accommodation to up to 22 people. At the time of our inspection, 22 people were living at the home. People living at the home were older adults with learning disabilities and some people were living with dementia.

We found the following examples of good practice.

People had been supported to keep in touch with their loved ones through video calling. The home had a range of video conferencing devices in different sizes to suit people's needs. People who were unable to attend their day centres due to national restrictions were supported to attend them virtually. People who took 'active art' classes were able to continue attending these using video calls.

The activity worker held regular resident meetings for people living at the home. These meetings helped people to keep up to date with any changes around visiting restrictions and national guidelines. During the pandemic, staff identified that watching the news had triggered behaviours that challenge for some people and tried to limit the amount of news that was on around the home. Instead, explaining things to people in a way they would understand.

Staff had tried to keep people engaged in activities throughout the pandemic. At Christmas staff arranged for people to be supported to sit out the front of the home with hot chocolates while a choir came to the other side of the front gate and sang carols for them. The provider had fitted hotel style WIFI around the home with two exchanges. This meant that the home would always have a back-up internet system to support people to continue with their video calls. The provider had also bought an interactive gaming projector that people used to play games. Some people had voice-activated devices in their bedroom which they enjoyed interacting with. A staff member had suggested through the home's suggestion box that people would benefit from having a large smart TV with surround sound to help involve people in games, watching films and programmes. The provider had bought this for people.

The premises was clean and hygienic. There were regular cleaners in place at the service. Staff also completed additional cleaning of frequently touched surfaces at least four times a day. Staff had looked at items around the home and removed furnishings and accessories that could not be easily wiped cleaned. The office had been renovated to increase space between management staff. The provider had bought some wipeable arm covers for some of the material chairs. Staff regularly opened windows where possible, but this had been more difficult in the colder weather. The provider had purchased a fogging machine, a piece of equipment that uses a fine spray to apply cleaning solution, to enhance cleaning of the home.

The provider and registered manager told us that staff had been dedicated to good infection control. Staff had made sacrifices in their personal lives and limited contact with people outside the home as much as possible in order to keep people safe. Staff wellbeing was important to the service and the leadership of the home supported staff. Flash meetings happened daily at midday where staff could raise any concerns.

These meetings were also used as a reminder about COVID-19 related topics such as personal protective equipment (PPE). Where staff needed additional support, the registered manager signposted them to where support could be accessed, and working arrangements were adjusted for staff as necessary.

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

Streatfeild House

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 coronavirus 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 15 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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The provider had recently run a recruitment campaign in order to increase the home's bank staff to limit the amount of agency staff used. Bank staff worked at the home when needed to cover staff sickness or absence. Some of the bank staff also worked in other care homes. To limit the risk of cross contamination, these staff completed lateral flow tests before starting their shift and had their temperatures taken. The registered manager told us that if staff became aware of a positive COVID-19 case at their other place of work, that staff member would not work at the Streatfeild House for 14 days.
- 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's infection prevention and control policy was up to date.

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