

East View Housing Management Limited  
East View Housing  
Management Limited - 368  
The Ridge

### Inspection report

368 The Ridge  
Hastings  
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07 April 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

East View Housing Management- 368 The Ridge 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 six people living at the home.

We found the following examples of good practice.

The home was clean and hygienic. Staff cleaned frequently touched surfaces regularly and cleaning schedules were completed to reflect this. Communal areas of the home had been rearranged to allow space for people to socially distance and were often only used by one person at a time. Hand sanitiser was not able to be left in communal areas due to risks to people, hand sanitiser was placed carefully around the home to ensure people's safety and staff carried small bottles on their person.

People were not able to understand social distancing and enjoyed walking around the home together. Staff supported people on an individual basis and encouraged people to maintain their distance from each other. Staff ensured that surfaces were cleaned as people walked around the home. Staff also supported people to wash their hands frequently.

The home had experienced an outbreak of COVID-19 in the last year. Each person had an individual care plan to support their isolation during this period. People were supported by staff to remain in their rooms during the 14 day isolation period, and staff came up with creative ways to keep people entertained during this time such as dancing outside their bedroom doors. During the outbreak, PPE stations were able to be placed outside people's doors and staff wore full PPE when supporting people. The registered manager told us staff had pulled together and worked as a team during this difficult time.

One person had been unwell with the after effects of COVID-19. The registered manager had been pro-active in sourcing all the support necessary for this person in a short space of time. This involved working in collaboration with the physiotherapist, GP, speech and language therapist (SALT) team and dietician to ensure the person had all the support they needed.

People received visits from their loved ones. Visitors had lateral flow tests and their temperatures taken before entering the building and wore personal protective equipment (PPE). A room had been designated for visitors which was cleaned between each visit. Staff also supported people to keep in touch with their loved ones through phone and video calls.

Staff had noticed an increase in people's behaviours that challenge during the pandemic, and staff had worked hard to support people. The registered manager had balanced people's mental wellbeing with the need to support infection control. People were supported to go for walks outside the home and this had been discussed with Public Health England as to how this could be managed safely.

Staff were wearing PPE in line with current government guidance. The home had adequate amounts of PPE throughout the pandemic. One person did not like clutter and therefore PPE was kept in people's bedrooms to ensure it wasn't removed. People had foot operated pedal bins in their bedrooms where they were happy to have these.

The registered manager had produced interim training questions for staff while external trainers hadn't been able to come into the building, this allowed for management to identify any possible gaps in staff knowledge during this time. The registered manager had also produced an interim supervision form for staff to complete and send into the management team. This form encouraged staff to say how they were feeling, how the pandemic is affecting them and any support they may need. Staff were given the option to discuss their responses on a one to one basis. All staff then received a collective response from the registered manager collating issues raised as well as celebrating achievements.

## 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 - 368 The Ridge

## **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 7 April 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's infection prevention and control policy was up to date.

We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Some staff working at the home also worked in other healthcare settings. Agency staff were also used by the service who may work in other healthcare settings. The registered manager had minimised the risk of cross contamination by ensuring that these staff were part of a regular COVID-19 testing regime and took a lateral flow test before entering the building.

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