

# Sussex Housing and Care Ardath

## Inspection report

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18 March 2021

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## 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

Ardath is a residential care home providing accommodation and personal care for up to 32 older people. At the time of our inspection, there were 14 people living at the service, some of whom are living with dementia. Accommodation is provided in one adapted building.

We found the following examples of good practice.

The home had recently recovered from a COVID-19 outbreak. They were following government guidance in relation to visitors. Each person had identified a relative/friend for in-house visits. In addition, a new summerhouse had been installed in the garden with a floor to ceiling screen and intercom. Risk assessments had been carried out to determine any individual safety measures that were needed. All visitors to the home were required to wear personal protective equipment (PPE), had their temperature taken on arrival and were asked to carry out a Lateral Flow Device (LFD) COVID-19 test before they could enter the home. The results were recorded.

There was very detailed guidance in relation to infection prevention and control. Cleaning schedules were maintained, and records demonstrated that all touch points were cleaned at least three times a day. All staff wore PPE and had received training on infection control, the putting on and taking off of PPE, hand washing and COVID-19 awareness training. Spot checks were carried out to ensure staff remained competent in all these areas. Hand sanitisers were readily available throughout the home along with stocks of PPE. There were detailed arrangements to ensure all laundry was handled safely and the risk of cross contamination minimised.

Individual risk assessments had been written for people and staff to determine any specific risks for each in relation to any underlying health conditions or specific considerations. One staff member was reliant on lip reading to support their communication. Whilst this had no impact on their day to day communication with people, specific guidance was put in place to assist the staff member to communicate safely with their colleagues.

When the home had their outbreak, there were systems to ensure that people who tested positive for COVID-19 were isolated in their own rooms all of which had ensuite facilities. People who were not isolating and chose to visit the dining areas or communal areas were supported by staff to maintain social distancing. For example, chairs and tables had been re-arranged to allow additional space between people. Some soft furnishings had been removed and disposable tablecloths were introduced.

Regular testing for people and staff was taking place in accordance with government guidelines. Individual plans were written to give staff advice on how best to explain and support each person with testing. The provider ensured staff felt safe and appreciated. Gifts were provided for all staff and staff that normally used public transport were given taxis to work instead. All staff had received regular one to one support. The regional manager told us that counselling and bereavement services were available to any staff member or

person that wanted this support.

Throughout the pandemic people were supported to maintain contact with family and friends by telephone or through social media. Letters or emails were sent to relatives to keep them up to date. Activities continued to be provided twice daily and during their outbreak staff continued to offer one to one time for activities with people in their rooms. As not everyone had a visitor on Mother's Day, a special lunch was provided to mark the occasion.

There were detailed policies and procedures in place that had been analysed, reviewed and updated throughout the past year based on new government guidance.

## 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**

# Ardath

## **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 18 March 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.