

Seahaven C.H. Ltd

# Seahaven Care Home

## Inspection report

146-148 Beach Road  
South Shields  
Tyne and Wear  
NE33 2NN

Tel: 01914567574

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service effective?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Seahaven Care Home is a residential care home providing personal and nursing care to 25 people at the time of inspection, some of whom were living with a dementia. The service can support up to 30 people in one large adapted building.

### People's experience of using this service and what we found

There was enough staff to safely support people. People had their dependency assessed regularly and the registered manager updated staffing levels to reflect changes to people's needs. Trained staff supported people and new staff were recruited safely. The registered manager provided support to staff through regular supervisions.

Lessons learned from incidents were shared with staff verbally. The registered manager ensured records accurately reflected these conversations and updated processes when needed. Accidents and incidents were reviewed and analysed for any trends or areas for improvement.

People were supported to maintain a balanced diet. Staff monitored people to assess their risk of malnutrition. If people were at risk, appropriate referrals were made to other healthcare professionals for advice and guidance. Staff worked in partnership with other healthcare professionals and supported people to attend other healthcare services.

There was an effective infection prevention and control policy in place and staff followed this to keep people safe. This had been reviewed and updated to reflect the current pandemic relating to COVID-19 and extra steps were in place to minimise the risk to people living at the home.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 18 May 2018).

### Why we inspected

We undertook this targeted inspection to check on specific concerns we had about staffing levels, staff knowledge, monitoring of people's nutritional needs and infection prevention and control at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service effective?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Seahaven Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about staffing levels, staff knowledge, monitoring of people's nutritional needs and infection prevention and control at the service.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Seahaven Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave the service short notice of the inspection. This was due to the COVID-19 pandemic and we wanted to make sure the registered manager of the service could support the inspection.

#### What we did before the inspection

We reviewed the information we held about the service including information submitted to CQC by the provider about serious injuries or events. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We contacted the NHS Clinical Commissioning Group (CCG), who commission services from the provider, and the local Healthwatch for their feedback. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

#### During the inspection

We reviewed documentation and reviewed the arrangements for infection prevention and control. We spoke with two people living at the home, and two members of staff including the registered manager and a member of care staff.

#### After the inspection

We reviewed three people's care records and three staff recruitment files. We looked at a range of records. These included staff training, staffing rotas, accidents and incident records, policies and procedures and information relating to the governance of the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about staffing levels, and infection prevention and control at the service. We will assess all of the key questions at the next comprehensive inspection of the service.

### Learning lessons when things go wrong

- Lessons learned from investigations following accidents and incidents were shared with staff to reduce the risk of similar events happening in the future.
- Accidents and incidents were recorded and monitored to identify any areas for improvement and trends.
- The registered manager updated staff verbally with outcomes and actions from investigations. These conversations were not always fully recorded.

### Staffing and recruitment

- Staff were recruited safely. Pre-employment checks were carried out to make sure candidates were suitable for the role.
- Staffing levels were safe. People had their dependency assessed monthly and the registered manager ensured there were enough skilled and qualified staff available to support people.
- The registered manager carried out appropriate checks on agency staff to ensure they had been recruited safely.

### Preventing and controlling 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 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.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about staff knowledge, and the monitoring of people's nutritional needs at the service. We will assess all of the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff received regular training to make sure they had the skills and knowledge to support people.
- New staff received an induction, which included training, competency assessments and shadowing sessions, before delivering care to people.
- The registered manager provided staff with support through regular supervision sessions.

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to maintain a balanced diet. People were given a choice of meals and alternatives if requested.
- People's weights were monitored for any changes and healthcare professionals were involved when necessary if people were losing weight or had difficulty eating or drinking.
- Advice and guidance from other healthcare professionals was incorporated into people's daily support needs, for example the dietician.

Staff working with other agencies to provide consistent, effective, timely care

- Other healthcare professionals were involved in people's care and were consulted to make sure health care needs were met. Records showed staff were in regular contact with the GP and district nursing teams.
- Systems were in place to ensure any changes in people's health were reported to other professionals such as district nurses and GPs.