

Crawfords Homes Limited

Crawford Care Home

Inspection report

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17 January 2022

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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

Crawford Care Home is a residential care home which supports up to 11 people with a learning disability, autistic people and/or people with mental health needs. At the time of our inspection, there were 10 people living at the service. The service is a converted building with accommodation provided over three floors.

We found the following examples of good practice.

The registered manager had adhered to current guidance in relation to infection prevention and control (IPC). The registered manager implemented COVID-19 policies and procedures to ensure staff maintained effective IPC measures, and had access to current guidance.

Staff had received training in IPC topics which included how to safely put on and take off personal protective equipment (PPE), pandemic awareness and hand hygiene. The registered manager assessed staff competencies to ensure they were implementing what had been learnt.

Staff were observed wearing PPE correctly. People told us they were used to staff wearing masks. We observed people wearing masks when they went out.

The home had experienced an outbreak of COVID-19. People's physical health was monitored daily by staff, this included their temperatures and oxygen readings. The provider had purchased additional equipment for individual use to minimise cross infection. At the time of the inspection some people were isolating in their rooms due to testing positive for COVID-19. People who had completed their period of isolation were able to access communal areas if they wished.

The registered manager and staff had effectively managed the impact of COVID-19 throughout the outbreak. The registered manager and deputy manager had temporarily moved into the service to support the staff and maintain safe staffing levels. This ensured people received continuity of care.

Staff supported people to maintain contact with loved ones during the outbreak and essential visits to the home were facilitated. Where people wished to go out, the registered manager had completed individual risk assessments to keep them safe alongside a testing regime in line with current guidance.

The service had a system to record staff and visiting professionals' COVID-19 vaccination status in line with government guidance.

The registered manager had implemented enhanced cleaning schedules which incorporated frequent sanitising of high touch areas and additional deep cleaning.

Staff and managers worked hard to prevent social isolation amongst people. Where people had been unable to go to the shops, the registered manager created a tuck shop in the service. The registered

manager arranged holidays by hiring a country house for the sole use of people.

The registered manager belonged to local healthcare professional and management support groups which resulted in timely and accessible healthcare for people. The registered manager and staff told us they had been well supported by the provider.

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

Crawford 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.