

East View Housing Management Limited

# East View Housing Management Limited - 6 High Beech Close

## Inspection report

6 High Beech Close  
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11 February 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

East View Housing Management Limited- 6 High Beech Close is a care home providing support and care for up to four people with a learning disability. On the day of our inspection there were four people living in the home.

We found the following examples of good practice.

The home was clean and tidy. Regular cleaning took place throughout the day. Staff completed a COVID-19 clean four times a day, this included disinfecting frequently touched areas. Signs had been put up around the home to remind people and staff to wash their hands. Staff had received training in infection prevention and control.

When there were restrictions on people going out, staff formed links with the local community to arrange safe visits out for people. For example, people at the home enjoyed doing their own shopping. The registered manager arranged with a local clothing store to have a time for people from the home to access the shop whilst closed to the public to do their shopping. Staff had supported people to buy an outfit for a meal out. The registered manager had contacted a local restaurant and arranged for people to have a meal in the restaurant before it opened to the public.

Staff engaged people in what was going on in relation to changes in government guidance and the government messages that were being given to the public. Staff and people watched the information announcements on TV together and then discussed what they had heard to ensure everyone understood what was happening.

When external activities had to be stopped, staff thought of inventive ways to keep people engaged and active. Staff supported people to keep in contact with people in the provider's other homes through zoom calls involving quizzes and dances.

There were clear plans in place for how to support people in the event of an outbreak of COVID-19. The registered manager had made up packs of information and signs to be used around the home in the event of an outbreak. Thought had been given to how they would support people to isolate in their bedrooms if needed.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had worked with people to help them to understand the need to wear face masks. At the beginning of the pandemic, people had struggled to understand staff's expressions behind their face masks. During this time, staff had worn badges on their tops with pictures of their smiling faces to reassure people. Staff had carried out meetings with people to help them to understand the expressions of others wearing masks.

People were able to show us how they had been taught by staff to wash their hands correctly and showed us

staff had been wearing masks. People told us that staff had done an excellent job of keeping them safe and had worked hard throughout the pandemic. Staff had supported people to learn how to do their own testing for COVID-19. Staff had demonstrated with people how to do this safely and stayed with people while they did their own tests.

## 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**

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## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 11 February 2022 and was announced. We gave the service 48 notice of the inspection.

# 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.

Staff were supporting people to receive visitors in line with government guidance. Visitors to the home were asked for lateral flow device (LFD) test results and to sign a COVID-19 questionnaire. Visitors to the home were provided with personal protective equipment (PPE) upon entering the home and encouraged to sanitise their hands. People's friends and relatives were able to spend time with people where they chose to in the home. The areas used for visiting were cleaned before and after the visit.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.