

South Coast Care Homes Limited

Saffrons Care Home

Inspection report

20 Saffrons Road
Eastbourne
East Sussex
BN21 1DU

Tel: 01323720430

Date of inspection visit:
16 February 2021

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04 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Saffrons Care Home is a care home providing accommodation and personal care for up to 20 older people. There were 10 people living there at the time of the inspection.

We found the following examples of good practice.

Before the inspection we had been told that staff were not wearing personal protective equipment (PPE) in line with government guidance. On the inspection we observed staff wearing PPE appropriately. Staff told us they had always had access to enough PPE and had worn it as per government guidelines. Staff spoke to us about how the guidance had changed over the months and they had changed their practice accordingly. Staff had received Covid-19 specific training.

The home was clean and tidy throughout. Both the housekeeping team and care staff were responsible for ensuring high touch areas such as light switches and door handles were cleaned regularly. One staff member told us the cleaning was, "teamwork." The registered manager and staff told us about the impact the Covid-19 outbreak had on people and staff. One staff member said, "I am proud of what we have achieved together to get through this."

During the outbreak people remained in their bedrooms, there was guidance displayed around the home to support staff to look after people safely and prevent the spread of infection. This included designated areas for putting on and taking off (donning and doffing) PPE.

People were now free to move around the home as they wished. Staff supported them to do this safely and maintain social distancing by sitting apart from each other in the lounge and dining room but still enabling conversation.

People were supported to maintain contact with their family and friends through phone and video calls. There was information displayed for people in large print and easy read to help them keep up to date with Covid-19 news. Each person had a Covid-19 support plan and hospital passport to inform hospital staff of their care and support needs in case of hospital admission.

There were a range of infection prevention control (IPC) audits and risk assessments. These were regularly reviewed and updated and were available for staff.

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

Saffrons 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

We had received some information of concern about infection control and prevention measures at this service. Therefore, the inspection that took place on 16 February 2021 was unannounced.

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.