

East View Housing Management Limited East View Housing Management Limited - 20 Newlands Close

Inspection report

20 Newlands Close
Hastings
East Sussex
TN34 2QW

Tel: 01424755717
Website: www.eastviewhousing.co.uk

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14 December 2020

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29 December 2020

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 - 20 Newlands Close is a residential care home providing accommodation and personal care for up to seven people with learning disabilities. At the time of inspection seven people were living there, including one person in hospital.

We found the following examples of good practice.

At the time of our inspection, people were being cared for in their bedrooms. Staff had worked with people to help them to understand why they needed to isolate. Staff had used one person's calendar as an aid to help them understand and count down to when their isolation period could safely end.

Each person had an individual COVID-19 isolation support plan. This plan assessed each person's needs and told staff how to support each person through their period of self-isolation. The guidance included arrangements for personal care, activities, medication, eating and drinking, family contact and health monitoring.

The registered manager had produced clear guidance for staff on how to safely move around the home and support people following infection prevention and control (IPC) guidelines. This guidance detailed correct procedures for putting on and taking off personal protective equipment (PPE), hand washing guidelines and information about where people should be supported to wash and dress during the outbreak to minimise the risk of spreading the virus.

Staff monitored people's physical health and recorded this on a weekly monitoring form. This included people's temperatures and oxygen levels, which were taken twice a day, more often if needed. Some people felt unwell and did not want to eat and drink but could not explain why. The registered manager told us staff isolating at home had reported their tongue felt like it was burning and were eating ice lollies to help with this. Following this, the registered manager bought ice lollies for people, which helped to relieve their discomfort and improve fluid intake.

Staff were wearing PPE in line with government guidance. The registered manager had worked with people living at the home throughout the pandemic to help them to understand handwashing procedures and staff needing to wear PPE.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

No rating was awarded following this inspection. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

Inspected but not rated

East View Housing Management Limited - 20 Newlands Close

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 IPC practices the provider has in place.

This inspection took place on 14 December 2020 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.