

Crest House Care Limited

# Crest House Care Home

## Inspection report

6-8 St Matthews Road  
St Leonards On Sea  
East Sussex  
TN38 0TN

Tel: 01424436229

Date of inspection visit:  
22 February 2021

Date of publication:  
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

Crest House Care Home provides accommodation and support to up to 21 older people. There were 15 people living at the home at the time of our inspection. Some people were living with dementia.

We found the following examples of good practice.

Staff supported people to socially distance from each other. There was a communal area risk assessment which detailed how staff should support people in communal areas. This included encouraging people to sit in the same seats each day where possible and cleaning of communal areas. Most people preferred to sit in the same place each day in both the lounge and the dining room. Some chairs had been removed in communal areas to allow for more space.

People who chose to go for walks outside the home were supported to do so safely. There was a risk assessment for people to take local walks. Measures included encouraging people not to walk past areas which were likely to have a high number of people. People usually enjoyed external entertainers as their main activities but due to the pandemic, staff had taken over the role of providing activities. This included leading sing-a-longs, quizzes and reminiscence activities.

Staff had received training in the safe use of personal protective equipment (PPE) and the registered manager completed monthly competency checks to ensure staff were using PPE appropriately. PPE was available throughout the home.

The home was clean and hygienic. There were enhanced cleaning schedules for day and night staff. Frequently touched surfaces such as door handles were cleaned four times a day. The provider had changed some of the flooring during the pandemic and had changed some carpeted areas to lino flooring to improve infection control. The provider had also ordered some vinyl chairs which could be easily cleaned.

## 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**

# Crest House 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 February 2021 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 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 some-what assured that the provider was accessing testing for people using the service and staff. Staff and people received regular polymerase chain reaction (PCR) testing for COVID-19. However, the registered manager had not yet implemented lateral flow testing for staff. A risk assessment had been completed to reflect this and additional infection control measures were in place to help reduce the risk of infection. This included staff taking regular tests for COVID-19 and being temperature checked before each shift. Following the inspection, the registered manager confirmed that regular lateral flow testing was now in place for staff.

We have also signposted the provider to resources to develop their approach.