

Hailsham House and Operations Limited

Hailsham House

Inspection report

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17 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

About the service

Hailsham House provides nursing care and accommodation for up to 90 people who live with a dementia type illness, for example, Korsokoffs disease or/and a mental health illness, such as Schizophrenia. The home also provides care and support for people with Huntingtons chorea and Creutzfeldt-Jakob disease. The home is divided into three units, (Holly, Willow and Orchard) each with their own lounge and dining areas. There were 79 people living in the service at the time of inspection.

We found the following examples of good practice.

People were supported by staff to have visits from their friends and family in various ways throughout the pandemic. When face to face visits had not been possible, people had, had window/door visits or in a room with a Perspex partition. Essential carers and visitors for people receiving end of life support were able to have visitors in their room throughout the pandemic. There was a risk assessment process to support essential visitors. People also used phone and video calls to keep in touch with their loved ones.

The staff have a booking system to ensure people received their visitors safely. All people had a COVID-19 health and visitor risk assessment, which was reviewed and updated regularly. Staff provided people and their relatives with updates to keep them informed of what's happening at the home and any changes to visiting. The website for Hailsham House Nursing Home also has up to date information in regard to COVID-19.

Visitors at this time were asked to wear personal protective equipment (PPE), have a lateral flow test on arrival if they had not done one and have their temperature taken. This included health professionals. There was a visiting policy to support visitors regarding this.

There was a contingency plan for staff to follow in the event of an outbreak. The layout of the home meant that in the event of an outbreak, people could be supported to safely isolate. People that lived with dementia and unable to self isolate were able to be supported by staff to maintain social distancing within a risk assessment. Additional cleaning was also undertaken by staff.

The home was clean and hygienic. Cleaning schedules showed how staff had included contact areas. Personal protective equipment (PPE) stations had been placed throughout the home for staff to access easily.

Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off PPE safely. Updates and refresher training took place to ensure all staff followed the latest good practice guidance. They were seen to be following correct infection prevention and control practices (IPC). Hand sanitiser was readily available throughout the home.

Regular testing for people and staff was taking place. All staff have had a weekly PCR and three lateral flow device test (LFD) weekly. This has changed this week (16 February 2022) to daily LFD tests and a PCR only if the LFD is positive.

Due to being currently in an outbreak there are no admissions however when open to admissions all new arrivals to the home from hospital will only be accepted with a negative polymerase chain reaction (PCR) test. If it is unsafe for the person to isolate, then the person will have daily LFD tests and supported to adhere to social distancing.

Hailsham House has large lounge/dining rooms on each unit and people who chose to visit the dining area/communal area were supported by staff to maintain social distancing. For example, chairs and tables had been arranged to allow more space between people.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

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

Hailsham House

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 17 February 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 somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance. The care homes visitors' policy had not been updated to include new government guidance since September 2021.
- We were somewhat assured that the provider's infection prevention and control policy (IPC) was up to date, but the IPC policy did not mention COVID-19. However there is a separate COVID-19 prevention and protection plan (PPP) as part of the business continuity plan.
- We were somewhat assured that the provider was using PPE effectively and safely. All staff had received training and competency assessment in the use of PPE. At times during the visit we observed staff without a mask. The management team do spot checks to ensure PPE was being worn correctly, and admitted staff were sometimes forgetting to put on a mask. This will be addressed by increased spot checks and assessments.
- We were assured that the provider was preventing visitors from catching and spreading infections. However
- 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 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.

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.

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