

Ms Kim Sanders

Stanbridge House

Inspection report

Standbridge House
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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

Stanbridge House is a residential care home providing accommodation and personal care to 19 people aged 65 and over at the time of the inspection. The service can support up to 27 people in one adapted building.

People's experience of using this service and what we found

The service had experienced an outbreak of Covid-19 that had impacted on people living in the service and staff.

Relatives spoke positively about the care their loved ones had received from staff. One relative told us, "I am kept updated with phone calls and email regularly. I am happy with the way Stanbridge House has dealt with this dreadful time." Another relative told us, "We have nothing but the highest regard for all the staff at Stanbridge House, their care and commitment to [persons] care was exceptional."

We were assured that the service was following guidelines for preventing and controlling infection (IPC). As part of CQC's response to care homes with outbreaks of Covid-19, 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.

Relatives told us how the registered manager and staff had worked to ensure people received safe care. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

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

The last rating for this service was Good (23 August 2018)

Why we inspected

The inspection was prompted in part due to concerns received about infection control practice during managing a Covid-19 outbreak at the location. A decision was made for us to inspect and examine those risks.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about

Inspected but not rated

Stanbridge House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had received about infection prevention control (IPC) during a recent outbreak of Covid-19 at the service. As part of this inspection we looked at the IPC measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector

Service and service type

Stanbridge House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We reviewed information we had received and this included feedback from professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with four members of staff including the provider who was also the registered manager, assistant manager, senior carer and administrator. We observed people who were isolating in their rooms as part of the management of the outbreak whilst observing social distancing measures. We observed staff personal protective equipment (PPE) practices and viewed the environment.

After the inspection

We looked at IPC records, training data, and quality assurance audits. We received feedback from three relatives, one professional who regularly visits the service, and two staff. We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection prevention and control (IPC) following an outbreak of Covid-19 that had an impact on people living and working at the service.

Preventing and controlling infection

- We looked at the IPC measures in place. This was so we can understand the preparedness of the service in managing an infection outbreak, and to identify good practice we can share with other services.
- We were assured that the provider was preventing visitors from catching and spreading infections. This was because the service was closed to non-essential visitors and was adhering to guidance from Public Health England (PHE), following an outbreak of Covid-19. Essential visitors to the service completed appropriate checks and were given information about procedures required during their visit to the service.
- One healthcare professional told us, "The carers contact us between planned visits if they have any extra concerns and they are always welcoming and helpful to the nurses when they visit". They added, "We sign in and complete one of the Covid questionnaires". This demonstrated that the service was following current visiting guidance.
- People were supported to have alternative contact with relatives through technology and video calls. One relative told us, "I have been able to visit mum...through window visits; during the summer we were able to sit at social distance in the garden. A heated pod was then built, and appointments made for a visit." This provided further assurance the provider was following guidance on visiting through the Covid-19 pandemic.
- We were assured that the provider was meeting shielding and social distancing rules. The registered manager told us how staff had continued to support people living with dementia, to help them understand the risk that Covid-19 presented and maintain social distancing. Some people living at the service were living with a hearing impairment and staff adapted their communication by using increased hand gestures. Staff knew people well and were able to support them to manage this as safely as they could.
 - One family member told us, "The staff are regular so know Mum's needs which is reassuring for our family".
- We were assured that the provider was admitting people safely to the service. The service was currently closed to admissions and the registered manager detailed the processes that they followed when admitting people to the home. This included ensuring the person had a current negative Covid-19 test result and they followed a 14-day period of isolation. The registered manager told us about a person who had been admitted to the service during the outbreak as a result of emergency admission. We were assured that immediate actions were taken to review admission processes and communication systems. This ensured that staff and professionals had safe systems in place that supported IPC measures.
- We were assured that the provider was using personal protective equipment (PPE) effectively and safely.

During our inspection we observed staff using PPE in accordance with government guidelines. Staff and the registered manager provided details on how they used PPE when working closely with people living in the service. The service had a good stock of PPE that staff could access when needed.

- Staff spoke positively about the provider. One staff member said, "The owners have been so supportive throughout, constantly making sure we had everything available to us. Making sure that we were able to access PPE". Staff had received PPE training, and one staff member told us, "We have had donning and doffing training. We have had guides on how to use PPE, where and when you put it on, when you take it off". This ensured that people received support safely and effective IPC practices were maintained.
- We were assured that the provider was accessing testing for people using the service and staff. All people and staff were accessing regular testing for Covid-19. The registered manager was aware of the recommendations for testing people that had previously tested positive for Covid -19. The registered manager had discussed testing with Public Health England (PHE) this ensured they were following the current advice when managing an outbreak.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. On the day of inspection, we observed deep cleaning in process and the service appeared clean and hygienic. We reviewed cleaning records, and this demonstrated regular cleaning in high touch areas in the service. Seating had been arranged in communal areas to enable people to maintain social distancing. Following the inspection, we signposted the provider to current guidance to develop their approach to managing staff property and rest breaks that ensured safe effective IPC measures. We were assured that immediate actions had been taken.
- We were assured that the provider was making sure infection outbreaks could be effectively prevented or managed. Staff had received training in IPC and demonstrated a good understanding of PPE use. We observed staff using PPE effectively and they told us about the training and support they had received.
- One staff member told us, "It has been a particularly difficult time for everyone. Although we have been fully supported by management, they have gone above and beyond the call of duty. Especially the owners who have maintained a supportive presence throughout this pandemic".
- Relatives who provided feedback were positive about the service their family member received. One relative said, "We have complete confidence that our relative is being cared for extremely well. In fact, he looks better now than he has for some months before he became a resident". Another relative told us, "We have nothing but the highest regard for all the staff at Stanbridge House, their care and commitment to [person] care was exceptional".
- Stanbridge House had experienced an outbreak of Covid-19 during which some people lost their lives. One professional told us, "The carers have always been very compassionate, caring and strive to provide the best care they can for their residents. They are always deeply affected when one of their residents sadly dies". The registered manager/provider had ensured staff continued to receive support through the outbreak.
- One staff member told us, "Through the outbreak we had a lot more on our hands and it was a lot tougher trying to meet people's needs and deal with covid at the same time. But as a team we worked together and it was hard, but we still managed to do things properly and make the residents happy, make sure they were cared for just as they usually would be".
- We were assured that the provider's infection prevention and control policy was up to date.

