

Jiva Healthcare Limited

Park Lodge

Inspection report

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Date of inspection visit:
13 January 2022

Date of publication:
10 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Park Lodge provides accommodation and support for up to 16 people who have mental health and emotional needs in a supported living setting. This service supports people so that they can live in their own home as independently as possible. Park Lodge provides a mixture of 11 self-contained flatlets and rooms with shared kitchen facilities in the main house and five garden self-contained flatlets.

Not everyone using Park Lodge received the regulated activity of 'personal care'. At the time of this inspection one person was receiving personal care, although this level of care fluctuated for people.

We found the following examples of good practice.

The registered manager supported visiting to the service in a safe way taking account of government guidelines. They followed a procedure that promoted safety for staff and everyone living in the service. Any visitor was asked to confirm they had completed a test for COVID-19, they had their temperature checked and details taken for check and tracing purposes. They were also asked to gel their hands and to wear a mask.

Regular testing for people and staff was taking place. When people tested positive, they were supported to isolate in accordance with government guidelines. Each person had an individual risk assessment to minimise the risk of catching and spreading COVID-19.

People were encouraged and reminded to maintain social distancing. There was information about washing hands and social distancing displayed in communal areas of the service. The service was clean, the cleaning of high touch areas was allocated to a staff member to complete on a regular basis. This included door handles and the doorbell with suitable disinfectant wipes.

An adequate supply of personal protective equipment (PPE) was available and staff had received specific COVID-19 training, this included guidance for staff on how to use PPE safely. Staff were seen to be wearing masks when in the service. Hand sanitisers were available and placed in strategic areas in the service along with foot operated bins.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Park Lodge

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 13 January 2022 and was announced. We gave the service 48 hours' notice of the inspection.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.