

Southend Care Limited

# Priory House

## Inspection report

Prittlewell Chase  
Westcliff On Sea  
Essex  
SS0 0SR

Tel: 01702344145

Date of inspection visit:  
21 October 2020

Date of publication:  
03 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Priory House had been identified as a designated service to admit people with a COVID 19 positive result. The six bedded unit has been set up to be separate from the main service with separate facilities and staff.

We found the following examples of good practice.

The registered manager had followed government and Department of Health guidelines to set up a standalone six bed unit within an established service.

Appropriate alterations had been made to the service to mitigate risk and keep people safe. We saw the registered manager had implemented protocols to ensure infection control procedures were followed by staff.

Staff had received additional training in infection prevention control, COVID 19 and the correct use of PPE. A dedicated team of staff had been identified to work solely on the unit. There was a Clinical Lead at the service who offered additional training and support to staff. Staff had been provided with facilities to safely work and rest whilst maintaining social distance.

The registered manager had formed good working relationships with other health professionals and the local hospital staff to support people with a person-centred pathway to be admitted to the service.

During people's stay their well-being was supported with access to their own television and radio and the facility to video call relatives.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?**

The service was safely implementing infection prevention control procedures.

**Inspected but not rated**

# Priory 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 21 October 2020 and was announced.

# Is the service safe?

## Our findings

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.