

Karlex Care Limited

Roclyns Rest Home

Inspection report

344 South Coast Road
Telscombe Cliffs
Peacehaven
East Sussex
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Tel: 01273583923

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25 January 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

Roclyns Rest Home is a residential home providing support to older people, some of whom were living with dementia. The home is registered to provide support for up to 19 people. At the time of our inspection, 16 people were living at the home and one person was in hospital.

We found the following examples of good practice.

People were supported 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 window/door visits and visits in the garden. The garden was able to be accessed through a separate entrance and the registered manager had bought new garden furniture to support these visits. People receiving end of life support were able to have visitors throughout the pandemic. People also used phone and video calls to keep in touch with their loved ones. Staff provided people and their relatives with a monthly newsletter to keep them informed of what's happening at the home.

The home was clean and hygienic. The registered manager had bought new dining room chairs and armchairs. The armchair covers could be removed, and machine washed. Personal protective equipment (PPE) stations had been placed throughout the home for staff to access easily.

Communal areas of the home were spacious and there were different areas on the ground floor where people could relax in small groups. People were supported to go out safely and were encouraged to wear a mask and wash their hands when they returned to the home. The layout of the home meant that in the event of an outbreak, people could be supported to safely isolate in small zones around their bedrooms.

Staff had formed strong links with the local community during the pandemic. People and staff had received chocolate donations, free pizzas and a chocolate fountain from various local businesses. The local school had sent people pen pal letters, postcards and cards. When shopping had been difficult, staff had involved people in the buying and sorting of bulk items. This included people's favourite sweets and toiletries.

Staff had tried hard to keep people's spirits up during the various lock downs. This included making sure special events such as Birthdays were celebrated by everyone in the home and people's relatives where possible. Staff had held around the world tasting sessions where people could sample foods from different countries. The registered manager had also arranged for a Shetland pony to be brought into the home to meet people.

The management team supported staff throughout the pandemic. The registered manager had provided staff with an employee assistance programme that focused on health and wellbeing. Staff could access this for support with mental and physical wellbeing and staff could be referred for counselling and talking therapies through this. Staff had also been given small tokens of appreciation throughout the pandemic and the management team had an open-door policy so staff could come and speak to them any time about any

worries.

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

Roclyns Rest 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 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 25 January 2022 and was announced. We gave the service 24 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.