

Bay House Care Ltd

# Bay House Care Ltd

## Inspection report

Bay House Nursing Home  
2 & 3 Middlesex Road  
Bexhill On Sea  
East Sussex  
TN40 1LP

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04 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

Bay House Nursing Home provides accommodation and personal care for up to 36 older people and older people living with dementia in one adapted building. Accommodation is provided over three floors. At the time of our inspection there were 31 people using the service.

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 and visits in the summerhouse in garden. The summerhouse has a glass partition which offered appropriate protection. The garden was able to be accessed through a separate entrance. People receiving end of life support were able to have visitors in their room throughout the pandemic. 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 Bay 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 and have their temperature taken. This included health professionals. There was a visiting policy to support visitors regarding this. A new visiting policy in line with the new government guidance was being developed.

There was a clear 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.

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 a weekly PCR and three lateral flow device test (LFD) weekly. All new arrivals to the home will only be accepted with a negative polymerase

chain reaction (PCR) test and then will have LFD and isolate for 10 days. If it is unsafe for the person to isolate, then the person will have daily LFD tests and supported to adhere to social distancing.

The premises has a large lounge/dining room 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](http://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**

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## **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 4 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 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.