

HC-One Oval Limited

# Elstree Court Care Home

## Inspection report

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East Sussex  
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05 March 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Elstree Court Care Home is a care home providing nursing and personal care for up to 41 people aged 65 and over. At the time of the inspection, there were 25 people living at the service. People had varied nursing needs, and some people were living with a dementia.

We found the following examples of good practice.

The home was clean and well maintained. There was a regular cleaning programme and the housekeeping team were knowledgeable regarding current Covid-19 cleaning guidelines. They had received specific training on the cleaning measures required to prevent the spread of Covid-19.

The home was currently closed to all visitors due to a recent Covid-19 outbreak. However, visiting had continued for those people at the end of their life, with individual risk assessments to safeguard people and visitors. The registered manager with the provider was establishing safe systems and procedures for safe visiting in accordance with government guidelines. There was information on the home's website on visiting and the registered manager was also in contact with family and friends about visiting arrangements. Staff had supported people to maintain contact with their loved ones with the use of video calls and telephones during the pandemic.

There were systems in place to ensure that people who had tested positive for Covid-19 were isolated in their own rooms all of which were single occupancy and most had en-suite facilities. People who were not isolating and chose to visit the dining or communal areas were supported by staff to maintain social distancing. For example, chairs and tables had been re-arranged to allow more space between people. Any activities arranged were limited to small groups.

A good supply of personal protective equipment (PPE) was available and staff had received specific Covid-19 training, this included guidance for staff on how to put on and take off PPE safely. Senior staff completed a twice daily review on staff competence and appropriate use of PPE. Staff were seen to be following correct IPC practices. Hand sanitisers and PPE were readily available throughout the home.

Regular testing for people and staff was taking place, in accordance with government guidelines. Staff had received training on how to complete some routine testing at home to support this programme. The providers were keen to support staff wellbeing through this difficult time and had provided a free support system through their insurance company, which they could access at any time for support.

## 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**

# Elstree Court Care 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 care homes with outbreaks of coronavirus, 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.

This inspection took place on 5 March 2021 and was announced.

# Is the service safe?

## Our findings

S5□ 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.