

Assured Care Services Limited

# The Heathers

## Inspection report

162-164 Salvington Road  
Durrington  
Worthing  
West Sussex  
BN13 2JU

Tel: 01903265515

Website: [www.tenbyhousecarehome.co.uk](http://www.tenbyhousecarehome.co.uk)

Date of inspection visit:  
26 January 2021

Date of publication:  
17 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Heathers is a residential care home providing personal care for up to 24 people with a range of care needs, including the frailty of old age. The home also provides respite care for people who have been discharged from hospital and who require a period of assessment. At the time of the inspection, 19 people were living at the home. The home accommodated people in one adapted building.

We found the following examples of good practice.

- The service organised staff shifts so that staff entered the home at staggered times. This allowed them to safely complete the donning and doffing of Personal Protective Equipment (PPE) and take lateral flow devices (LFD) Covid tests before starting work.
- Staff were experienced in the infection, prevention and control processes to support new admissions to the service. The provider was contracted to provide care to people with short stay reablement support.
- The service had provided easy read information to people which gave them information on the Covid-19 virus, social distancing and other infection control procedures.
- Risk assessments had been completed to support specific people living with dementia, and others, to remain safe when there were high risks identified in maintaining isolation and social distancing. This included providing one to one support so that the person could avoid high traffic areas and guiding them on safe walks in external areas of the service.

## 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**

# The Heathers

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 January 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.