

Newhaven Care Limited

# Phoenix House

## Inspection report

124 Crowstone Road  
Westcliff On Sea  
Essex  
SS0 8LQ

Tel: 01702337057

Date of inspection visit:  
18 December 2020

Date of publication:  
12 January 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Phoenix House is a residential care home providing personal care and accommodation to people with learning disabilities or autism. The service can support up to nine people. At the time of inspection, nine people were being supported by the service.

We found the following examples of good practice.

A visitors protocol was in place and everyone was temperature tested, completed hand disinfection prior to entering the home and completed a declaration of health.

People who came into communal areas were monitored by staff and all communal areas cleaned thoroughly after use. Staff actively encouraged people to be occupied in their own rooms throughout the day whilst isolating.

The registered manager was pro-active in following recommendations from the local authority. Infection control champions supported the registered manager to ensure infection control practices met required standards.

The service used people's individual communication methods in its approach to supporting people with learning disabilities to understand why the pandemic meant changes to their day to day lives.

The registered manager told us that the staff team has been consistent and they are proud of their efforts to keep people safe.

## 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**

# Phoenix 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.

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 18 December 2020 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.