

Paydens (Nursing Homes) Limited

Grange House

Inspection report

21 Grange Road
Eastbourne
East Sussex
BN21 4HE

Tel: 01323430770

Date of inspection visit:
17 November 2020

Date of publication:
26 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Grange House is a residential care home providing care and support to up to 17 people. Most people were living with dementia. At the time of inspection, there were 12 people living at the home.

We found the following examples of good practice.

People were supported to have family and friends visit them using the 'safe time pod'. This is an area built onto the visiting room which had a separate entrance and was separated from the visiting room by a window and Perspex screen. There were speakers on either side in order for people to communicate whilst being able to see their relative. The safe time pod was then cleaned by a member of the housekeeping staff between each use.

There were clear procedures in place for visiting professionals. At the entrance to the home, there was a personal protective equipment (PPE) station and a sign about infection control which had been written by people living at the home. Visiting professionals had their temperatures taken by staff and were asked whether they had been in any contact with anyone with either symptoms of or confirmed COVID-19.

Staff at the home were wearing gloves, masks and aprons at all times. The registered manager told us this was because people living at the service were likely to come up to staff and be in close contact with staff to interact with them. Staff changed their PPE after each close interaction with someone living at the home.

All staff had risk assessments in place to identify any factors that may place them at increased risk from COVID-19. This included consideration for staff from a black and minority ethnic (BAME) background. These risk assessments had informed the home's plans for staffing different areas of the home if an outbreak should occur. Staff were already aware of where they would be working within the identified zones of the home should there be an outbreak.

The registered manager had worked hard during the pandemic to bring the staff team together to provide individualised care to people living at the service. Activities at the home were based on people's individual likes and hobbies.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Grange 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 17 November 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's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.