

The Regard Partnership Limited

The Marshes

Inspection report

The Marshes 3b
Nursery Close
Hailsham
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Date of inspection visit:
08 April 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

The Marshes provides accommodation and personal care for up to six people who have learning disabilities. People needed support with personal care, mobility, health, and behaviours that challenged. Everyone needed support with communication. The building was specifically designed to meet the needs of people with physical disabilities. At the time of inspection there were five people living there, one of whom was in hospital.

We found the following examples of good practice.

The home was following government guidance in relation to visitors. Any visitors were requested to phone in advance and a risk assessment would be prepared. On arrival at the service all visitors would have their temperature taken and be asked to carry out a Lateral Flow Device (LFD) COVID -19 test before they could enter the home. Results were recorded. Visitors were asked to wear personal protective equipment (PPE) and advised to remain socially distant from people and staff.

There was a programme to ensure all staff were tested regularly. This was alongside daily temperature testing for everyone and observing people for any signs or symptoms of COVID -19.

The registered manager followed current guidance in relation to infection prevention and control. Cleaning schedules were clearly recorded. All touch points were cleaned three times daily. A new kitchen had been installed and work continued to complete painting in the dining room and corridors.

The home had recovered from an outbreak and had contingency plans in place should any person or staff come into contact with anyone with COVID -19 or test positive. The registered manager praised the staff team for their hard work throughout the outbreak and lockdown. All staff wore PPE and had received training on infection control, the putting on and taking off of PPE and hand washing.

Individual risk assessments had been written for people and staff to consider specific risks in relation to any underlying health conditions or specific considerations. Staff continued to receive regular supervision and support. The home worked flexibly to meet staff's needs. For example, a staff member who had been off through COVID -19 had been able to come back on a phased return. All staff take breaks individually.

Where possible, people continued to be supported to maintain contact with relatives by telephone and through the use of technology. Indoor activities such as bowling were carried out and people enjoyed daily walks or drives locally.

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 Marshes

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 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 08 April 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.