

Hastings Court Ltd

# Hastings Court

## Inspection report

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08 February 2022

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### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**



# Summary of findings

## Overall summary

### About the service

Hastings Court provides accommodation and nursing care for up to 80 people, who have nursing needs, including poor mobility, diabetes, as well as those living in various stages of dementia. Hastings Court also provides ten short term care beds purchased by the Local Authority for people who were not ready to go home from hospital. There were 63 people living in the home during our inspection.

We found the following examples of good practice.

Visitors to the service were met by the receptionist who took their details, checking their vaccine status and Lateral flow device result. They were asked to take their temperature and record it on the electronic system and were given a bag of personal protective equipment (PPE) to wear on entry to the home.

People were supported by staff to have visits from their friends and family in various ways throughout the pandemic. When face to face visits had not been possible, people had window/door visits and visits in a quiet room now a visitors room which had a glass partition and speech panel/hole to enable clear communication. The visitors room was able to be accessed through the garden. People receiving end of life support or whose well-being was at risk were able to have essential visitors throughout the pandemic. People also used phone and video calls to keep in touch with their loved ones. The staff have a booking system to ensure people received their visitors safely and each person had named visitors, supported by a risk assessment .

Staff provided people and their relatives with updates to keep them informed of what's happening at the home and any changes to visiting. These are also highlighted on the website for the service.

The layout of the home meant that in the event of an outbreak, people could be supported to safely isolate in small zones around their bedrooms. Risk assessments demonstrated how staff supported people to safely access quiet areas or the garden to promote their mental well being.

The home was clean and hygienic. The head house keeper explained that they completed daily cleaning schedules which included hourly contact areas, such as key pads and lifts. Audits were completed regularly.

PPE stations had been placed throughout the home for staff to access easily. People who have tested positive have individual PPE stations outside their room. Disposal of used PPE in the en-suite of individual rooms. Laundry was managed safely and one passenger lift was specifically designated as a 'dirty' lift to reduce risk of transmission.

Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off PPE safely. Updates and refresher training took place to ensure all staff followed the latest good practice guidance. They were seen to be following



correct infection prevention and control practices (IPC). Hand sanitiser was readily available throughout the home.

Regular testing for people and staff was taking place. All staff have a weekly PCR and three lateral flow device test (LFD) weekly.

The premises has a variety of communal rooms on each of the three floors and people who chose to visit the dining areas or communal areas were supported by staff to maintain social distancing. For example, chairs and tables had been arranged to allow more space between people. The corridors were also wide enough to facilitate social distancing.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)



## 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**



# Hastings Court

## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 8 February 2022 and was unannounced.



# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.