

QH High Broom Ltd

High Broom Care Home

Inspection report

High Broom Road
Crowborough
East Sussex
TN6 3SL

Tel: 01892654027

Website: www.crowboroughcarehome.com

Date of inspection visit:
23 February 2021

Date of publication:
02 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

High Broom Care Home provides support and accommodation to up to 38 older people. At the time of our inspection, there were 23 people living at the home.

We found the following examples of good practice.

Due to a recent outbreak of COVID-19, the home was closed to visitors unless in exceptional circumstances such as for people receiving end of life care. The registered manager had identified an area of the home to use for visitors when the home was able to open again. There was a separate entrance for visitors which led them into a testing area. The testing area had tape on the floor to indicate where relatives needed to stand to receive their lateral flow test and an area to wait for the results was labelled.

Staff had taken over the role of providing all in-house activities for people. This had included linking with other care homes to play bingo. Staff had also supported people to attend virtual church services. Activities had been adapted to support social distancing. During the outbreak of COVID-19 people were supported with one to one activities in their bedrooms.

Throughout the pandemic, staff kept relatives up to date with changes to government guidance and what was going on in the home. Staff produced a weekly newsletter called the 'HB Herald' which kept people and relatives informed of activities, fun events, staff information and actions taken from the Feedback Friday meetings. Feedback Friday meetings were an opportunity for people living at the home to give feedback on various aspects of the service.

The home was clean and hygienic and communal areas had been adapted to support people to socially distance from each other. Staff were wearing personal protective equipment (PPE) in line with government guidance. There were plenty of PPE supplies at the home and this was regularly audited.

Staff had completed a COVID-19 workforce welfare form which was reviewed by the registered manager. This assessed how staff were feeling during the pandemic and allowed the registered manager to provide staff with extra support if needed. Staff had individual risk assessments in place to assess for factors that may increase the staff member's risk from COVID-19. These risk assessments considered personal details about staff which may impact on their mental wellbeing during the pandemic such as living arrangements, health conditions and being a member of the lesbian, gay, bisexual and transgender (LGBQ+) community. Staff were supported by the registered manager and signposted to external support where needed.

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

High Broom Care Home

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 23 February 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.