

Bamford Care Homes Limited

# Quinnell House

## Inspection report

77 Quinnell Drive  
Hailsham  
East Sussex  
BN27 1QN

Tel: 01323849913

Date of inspection visit:  
05 February 2021

Date of publication:  
17 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Quinnell House provides accommodation, care and support to a maximum of 56 people who lived with dementia. The service does not provide nursing care on site and used district nurses to provide support when needed. 25 people were living at Quinnell House at the time of our inspection.

We found the following examples of good practice.

The home was very clean and well maintained. There was regular cleaning throughout the day and this included high-touch areas. The housekeeping staff were knowledgeable regarding current Covid-19 cleaning guidelines and robust cleaning schedules were in place.

The home was currently closed to all visitors apart from those who were on a palliative care pathway and end of life. Staff supported people to remain in contact with their families through phone and video calls at this time. There was a visiting policy to support visitors once the home re-opens to visitors. There was also a visiting room with an outside entrance where families will be able to meet their loved ones' safely.

There were systems in place to ensure that people who had tested positive for Covid-19 and were unwell and self-isolating were cared for in their bedrooms to minimise the risk of spreading the virus. The layout of the premises had allowed zoning to reduce risk of Covid-19 spreading. Zoning is a strategy to dedicate one specific area of the home to people who have tested positive to Covid-19. This also allowed for a separate staff team to work safely.

There was a ten bedded unit which had been used as the Covid-19 positive unit during an outbreak. Going forward this will be used as an admission unit for the 14-day isolation period before people are moved to a room of their choice.

Staff were provided with adequate supplies of personal protective equipment (PPE) and staff were seen to be wearing this appropriately. Staff had received specific Covid-19 training, and this included guidance for staff about how to put on and take off PPE safely. 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 polymerase chain reaction (PCR) and daily lateral flow test (LFT). In addition, they have their temperatures taken daily. People have a monthly PCR test with twice daily temperatures and oxygen level checks.

At present the majority of people chose to spend time in their rooms. Staff were supported people to remain engaged with one to one activities. 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 re-arranged to allow more space between people.

## 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**

# Quinnell 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 5 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.