

Sandhurst Rest Home Ltd

# Sandhurst Rest Home

## Inspection report

142 Barnhorn Road  
Bexhill On Sea  
East Sussex  
TN39 4QL

Tel: 01424844405

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28 January 2021

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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

Sandhurst Rest Home is a residential care home providing accommodation and support for up to 24 people. At the time of our inspection, there were 14 people living at the service.

We found the following examples of good practice.

People's relatives had been kept up to date with changes to visiting procedures throughout the COVID-19 pandemic. The provider had created a visitor 'pod' within a room for when the home were able to open to visitors. The room had a separate entrance and complete divide between the person and their relative. A speaker system had been installed to aid clear communication. Staff supported people to receive end of life visits to the home.

People were being supported to keep in touch with their loved ones through a range of video-calling technology and phone calls. Staff regularly updated the home's social media page to show relatives pictures of their loved ones and activities taking place, with the consent of those being photographed.

Activities had continued at the home and people were supported to keep engaged. Activities had been adapted to ensure good infection prevention and control (IPC). For example, staff had supported people to make biscuits ensuring that people were wearing gloves and only ate their own biscuit once made.

## 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**

# Sandhurst Rest 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 the coronavirus 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 27 January 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Recording did not reflect that frequently touched areas were being regularly cleaned. We discussed this with the registered manager and the provider and said they would address this immediately. There were clinical waste bins in place with closed lids, we advised that bins should be foot-operated in order to minimise the risk of cross contamination. The provider told us they would address this immediately. The home was clean and hygienic. There was a regular housekeeper that worked at the service. There was a cleaning schedule in place. Staff also supported with sanitising frequently touched services using anti-bacterial wipes.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The registered manager made daily checks of the service and the environment, however there was no infection prevention and control audit. The registered manager told us they would implement an audit immediately and that this would identify issues and show actions taken. People and staff did not have individual risk assessments in place to identify whether they may be at increased risk from COVID-19. The registered manager told us that they did not have any people living at the home who were extremely clinically vulnerable but that they would put risk assessments into place following the inspection. The registered manager told us conversations with staff had taken place about individual risks and that this would be recorded following the inspection.
- 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 making sure infection outbreaks can be effectively prevented or managed.

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