

Assured Care Services Limited

Tenby House

Inspection report

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23 March 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

Tenby House is a residential care home for up to 29 people. At the time of our inspection, 28 people were living at the home, the majority of whom were living with dementia. Accommodation is provided over two floors and communal areas include a sitting room, a further sitting room/conservatory and a dining room.

We found the following examples of good practice.

People were well supported by staff to maintain contact with their family and loved ones. People had been supported with video calls when visiting was not possible. The service facilitated in person visits in a manner which minimised the risk of infection spread. A dedicated visiting room was well laid out with screening in place. Relatives were required to undertake Lateral Flow Devices (LFD) COVID-19 tests before the visit commenced.

Social distancing guidelines had been put into practice by staff. Staff were encouraged to use all areas of the service while the management team had used communal spaces creatively for people to relax, spend time and dine with other residents safely.

Staff wore PPE when undertaking any personal care and around the home; this was disposed of safely. Many people who were living with dementia were unable to understand the restrictions imposed by the COVID-19 pandemic. Staff supported them sensitively and carefully to ensure social distancing guidelines were adhered to in a way that protected them and others at the home.

The management team had carefully considered zoning and cohorting in the event of a potential outbreak and demonstrated the changes that would be implemented under the provider's contingency plan, if it was required.

The home was clean and hygienic throughout. A structured cleaning schedule was in place and cleaning regimes were adhered to so that all areas of the home were cleaned effectively.

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

Tenby 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 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 23 March 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.