

The Emilie Galloway Home Of Rest

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## Inspection report

Tweed  
8-10 Silverdale Road  
Eastbourne  
East Sussex  
BN20 7AL

Tel: 01323733223  
Website: [www.tweedcarehome.co.uk](http://www.tweedcarehome.co.uk)

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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

The Emilie Galloway Home of Rest is a care home providing accommodation for up to 21 older people. Most people were independently mobile, some people needed support with their personal care needs. At the time of the inspection there were 17 people living at the home.

We found the following examples of good practice.

The Emilie Galloway Home of Rest had remained COVID19 free. Staff had received Infection Prevention Control (IPC) and COVID19 specific training. This included training on how to put on and take off Personal Protective Equipment (PPE) in line with government guidance. The registered manager also carried out regular competency observations and refresher training with staff to ensure high levels of IPC measures were maintained. The home had plenty of PPE available and PPE stations were located throughout the building and near entrances/exits to enable people entering or leaving the building to have easy access. Any essential visitors to the home had temperature checks, completed a risk assessment and had access to Lateral Flow (LFT) testing if required. Any new admissions to the home had been carried out in accordance with government guidelines.

The registered manager was aware of the latest government changes regarding visiting to care homes. People actively used mobile phones and IT to have telephone and video calls to their friends and relatives. A snug (Pod) area was available for face to face visiting. Visitors could access this by an external door and did not have to enter the home, a Perspex screen divided the visitor from the person to ensure there was no risk of infection transmission. The registered manager had consulted people living in the home to seek their opinion on when and how to open the home to visitors. Everyone living at the home had been in agreement that they were wanted to continue with window/pod visits. It had been a collective decision to not have visitors into the home at this time. The manager met with people regularly to seek their opinion and review how changes to visiting would be implemented. Garden visits would also be facilitated if and when people requested them, with access to a summer house in bad weather. Good levels of communication had been maintained. People and relatives had been consulted and kept updated on the latest IPC and PPE guidance.

The home had designated housekeeping staff to maintain appropriate levels of cleanliness. COVID19 specific cleaning schedules had been implemented alongside regular cleaning regimes. This included regular cleaning of bedrooms, communal areas, bathrooms and toilets. All staff were involved in ensuring high levels of cleanliness were maintained throughout the home, this included regular disinfection of frequently touched surfaces of the home for example door handles, dining room condiments, walking frames, medication keys and trolleys.

Any new admissions to the home were tested prior to admission and required to isolate in accordance with government guidance. People were reminded to social distance and measures had been implemented to support this including less people sitting in the dining area and smaller group activities.

## 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**

# The Emilie Galloway Home of Rest

## **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 30 March 2020<sup>1</sup> 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.