

Peacehaven House

Peacehaven

Inspection report

101 Roe Lane
Southport
Merseyside
PR9 7PD

Tel: 01704227030
Website: www.peacehavenhouse.com

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27 January 2022

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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

Peacehaven is a residential care home providing personal and nursing care to people aged 65 and over. Peacehaven accommodates 54 people in one adapted building.

We identified prior to the inspection that no people living in the service had tested positive for COVID-19 in the last 5 days.

Alternative forms of maintaining social contact were used for friends and relatives; for example: keeping in touch using video calls, portal, or through meeting at a closed window.

Appropriate testing is in place for all staff and service users in order to detect Covid-19 s soon as possible.

Staff were observed to put on/take off Personal Protective Equipment such as aprons, gloves, masks and eye protection (PPE) as per guidelines. Staff spoken with had a clear understanding as to when and how to use PPE appropriately

The service had made the decision that until none of the people living in the service were testing negative for coronavirus no new admissions would be undertaken. The service supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as calls with friends and loved ones and dedicated support time from staff members.

Maintaining the mental health of people and staff was a priority with proactive sup-port from the service to encourage peoples well being

Where the provider is responsible for cleaning, there are clear schedules in place, which include the frequency of cleaning of high touch areas. Records show compliance with the cleaning schedule.

Provider understood and was meeting COVID-19 staff vaccination requirement.

Staff understood their roles and responsibilities and were observed to maintain good standards of Infection and Prevention Control (IPC) during the inspection. Staff had maintained good standards of person-centred care despite the restrictions of COVID-19.

Staff wear PPE in line with guidance where appropriate social distancing cannot be maintained or achieved.

Routine testing for all staff and people who receive support has been implemented.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured that this service met good infection prevention and control guidelines as a designated care setting

Inspected but not rated

Peacehaven

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 27 January 2022 and was announced. We gave the service 24 hours of notice of the inspection.

Is the service safe?

Our findings

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The service has not needed to use any agency staff. The services own staff have assisted to make sure that agency staff not needed. Staff were paid whilst having to isolate in order to support them appropriately.

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. All visitors must present a COVID pass and a confirmation of a negative test undertaken within 24 hrs on entry to the building. This is checked by staff and recorded on a survey when visitors sign in. Visitors not able to meet the services entry requirements are supported to do so but not allowed access until the relevant safety measures are in place.

- We were assured that the provider was meeting shielding and social distancing rules. The provider had done all that they could rearranged communal areas to provide social distancing. Staff and people living in the service were aware of the need to maintain social distancing. The service has made it a priority to maintain mental health providing encouragement and has maintained standards in relation to person centred care to meet peoples individual social and mental health needs as well as their care needs.

- We were assured that the provider was admitting people safely to the service. There service had an admittance procedure, this included ensuring that a recent negative result for coronavirus had been recorded before admittance. At the time of the inspection the service was closed to new admissions.

- We were assured that the provider was using PPE effectively and safely. There was enough PPE available for staff and visitors. Throughout the service there was PPE readily available for staff to replace as needed. We observed staff were using PPE appropriately and timely. However, consideration needed to be in place regarding the wearing of fleece jackets for staff.

- We were assured that the provider was accessing testing for people using the service and staff. Testing was in place for all staff when they commenced their shift.. The staff had taken the time to provide information to ensure that people living in the service understood the reasons why restrictions were implemented.

- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. There were cleaning schedules in place that were monitored by the service in order to make sure that cleaning was appropriate. The provider added additional details to the schedules during the inspection.

- We were assured that the provider was making sure infection outbreaks were effectively prevented or managed. The registered manager sought guidance appropriately and followed external infection control advice when received. There was additional consideration made to the management of mealtimes for

patients isolating developed and put into place during the inspection.

- We were assured that the provider's infection prevention and control policy was being updated. The policy was available for all staff and regular updates were made available to make sure staff were aware of best practice. The manager intended to update the policy to fully reflect the practice in place in the service.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. All visitors were checked on entry that they were up to date with vaccinations and had tested negatively within last 24 hours. Logs were kept of any testing and monitored to make sure that the service would be able to plan and mitigate any risks.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. Checks were in place and logs of staff vaccination status including boosters were recorded and monitored. Where staff had not yet received a booster vaccination the service encouraged them to undertake the latest vaccination.

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