

Eastern Healthcare Ltd

# St Edmunds Residential Home

## Inspection report

3-5 Marine Parade  
Gorleston  
Norfolk  
NR31 6DP

Tel: 01493662119

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08 February 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

St Edmunds is a residential care home providing accommodation and personal care for up to 39 people. There were 39 people living at the service at the time of the inspection. The building has accommodation over three floors. There was also outside space available for people and their visitors.

We found the following examples of good practice

The provider ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the home. This included comprehensive checks for visitors on arrival.

There was enough PPE such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken relevant infection control training.

Staff and people were tested regularly for COVID-19. People were offered the choice to self-administer the tests if this was their preference. The registered manager told us ways in which they engaged with people to ensure they understood the need to comply with measures to minimise the risk of infection to themselves and others.

Staff had worked as a team to help promote people's wellbeing throughout the pandemic. We observed lots of positive interactions between staff and 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**

# St Edmunds Residential 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 8 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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 somewhat assured that the provider's infection prevention and control policy was up to date. Some areas needed additional detail to ensure they covered the most up to date guidance. The registered manager was already in the process of reviewing all related policies and updating them accordingly.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. One relative felt communication could be improved in terms of the arrangements for visiting. The registered manager told us that they were sending the updated visiting policy to all relatives. Visiting care plans needed additional detail to ensure people's preferences were known, and whether there was an essential care giver in place. Having a nominated essential care giver means visits can continue even during an outbreak of COVID-19. The registered manager was already working on updating these following the inspection.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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