

Cross Lane Care Ltd

Cross Lane House

Inspection report

Cross Lane Cottage
Cross Lane, Ticehurst
Wadhurst
East Sussex
TN5 7HQ

Tel: 01580200747

Date of inspection visit:
12 April 2021

Date of publication:
22 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Cross Lane House is a care home, providing support and accommodation to up to 18 older people. At the time of our inspection, there were 13 people living at the home some of whom were living with dementia.

We found the following examples of good practice.

People were receiving visits inside the home for two designated visitors. People were also able to have additional visitors in a converted bedroom with a full-length screen. Visitors had a lateral flow test and temperature check before coming into the home and used a separate entrance. The room was cleaned between each visit and visitors wore full personal protective equipment (PPE). People were also supported to keep in touch with their loved ones through phone and video calls.

The registered manager had tried to encourage social distancing in communal areas by moving chairs, however, most of these chairs had been moved back by people living at the home. Aesthetic items and ornaments had been temporarily removed in order to minimise the risk of lots of people touching these items before they could be cleaned.

The registered manager had clear plans in place for how to support people safely in the event of an outbreak of COVID-19. Staff had supported people to isolate in their bedrooms who had returned to the home from hospital. One person had tested positive on admission to the home. This person had been barrier nursed by staff and staff were able to isolate and contain the infection.

Staff were wearing personal protective equipment in line with government guidance and the registered manager had kept staff up to date with the changes in recommendations that had occurred throughout the pandemic. The home had adequate supplies of PPE and staff had received training in how to safely put on and take off PPE.

The home was clean and tidy and all staff were responsible for cleaning frequently touched surfaces such as the lift buttons and door handles. Staff worked exclusively at the home and did not work in other healthcare settings. The registered manager had plans for covering the staff team in the event of an outbreak affecting staffing levels.

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

Cross Lane 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 12 April 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 somewhat assured that the provider's infection prevention and control policy was up to date. People and staff did not have individual risk assessments in place to identify whether they would be at increased risk from COVID-19. The registered manager told us that informal discussions had taken place with staff and they did not have an increased risk from COVID-19. There was also no one living at the service that was extremely clinically vulnerable. The registered manager told us that risk assessments would be put into place for people and staff following our inspection.

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