

Eothen Homes Limited

Eothen Residential Homes - Whitley Bay

Inspection report

Park Gardens
Whitley Bay
Tyne and Wear
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Date of inspection visit:
15 December 2020

Date of publication:
23 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Eothen Residential Homes – Whitley Bay is a 'care home'. Eothen provides accommodation for up to 35 people who require support with personal care, some of whom are living with dementia. 33 people were using the service at the time of the inspection.

We found the following examples of good practice:

- Staff had worked additional hours to ensure the service did not have to rely on agency staff during the coronavirus outbreak. Staffing levels were safe and staff were well supported by senior leaders.
- All visitors had to undergo a temperature check and answer a range of relevant questions before leaving the reception area. There was ample PPE and handwashing facilities available, along with clear signage prior at the entrance and throughout.
- The provider demonstrated a sound understanding of current national guidance and the winter plan; they had plans in place for socially distanced visiting when guidance allowed.
- People kept in touch with their relatives via telephone and videophone, whilst the activities co-ordinator and staff spent additional one to one time with people, as people could not take part in group activities at the time of inspection.

Further information is in the detailed findings below.

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

Eothen Residential Homes - Whitley Bay

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 15 December 2020 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.