

Karlex Care Limited

Claremont House

Inspection report

40-42 Claremont Road
Seaford
East Sussex
BN25 2BD

Tel: 01323893591

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17 January 2022

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24 January 2022

Ratings

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

Summary of findings

Overall summary

Claremont house is a residential home providing support to older people, some of whom were living with dementia. The home is registered to provide support for up to 19 people. At the time of our inspection, 17 people were living at the home and two of those people were in hospital.

We found the following examples of good practice.

People were supported to have visits from and keep in touch with their loved ones throughout the pandemic. The conservatory and front garden had been adapted to support visiting when visits inside the home had not been allowed. People now received visits inside the home in line with government guidance. Visitors were provided lateral flow device (LFD) tests by the home and had their temperatures checked on arrival. The registered manager told us they had kept people's families up to date about visiting procedures through regular phone calls.

Staff were able to effectively cohort groups of people throughout the home if needed. The registered manager told us that during an outbreak of COVID-19, staff had been assigned to provide support for select people to minimise the risk of transmission. When people had to self-isolate in their bedrooms, one to one activities were provided for people.

There were safe arrangements for people who chose to go out. People who went out regularly had agreed to take lateral flow tests on the day they went out and had been provided hand sanitiser bottles to take with them.

Staff had thought creatively about how to provide entertainment for people when external entertainers were not able to come into the home. One member of staff provided regular singing performances for people, which were very popular. Staff had involved people's families as much as possible throughout the pandemic, including when visitors were not allowed inside the home. For example, when parties and celebrations were held inside the home, families were invited to come and be involved in the garden areas. Staff also kept a social media group for families to be kept up to date with pictures and videos of their loved ones.

The home was clean and tidy. Staff were wearing personal protective equipment (PPE) in line with government guidance. The registered manager had installed wall mounted PPE stations on each floor of the home. Staff had received training in putting on and taking off PPE safely.

Staff worked exclusively at the home and agency staff were not used unless they could be booked to only work at the home. Staff were offered additional incentives to work overtime in order to reduce the need for agency staff. The management team supported staff wellbeing. The registered manager had provided staff with an employee assistance programme that focused on health and wellbeing. Staff could access this for support with mental and physical wellbeing and staff could be referred for counselling and talking therapies

through this.

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

Claremont 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 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 17 January 2022 and was announced. We gave the service 48 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 assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.