

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Hastings Court Ltd

| Location / Core Service address | Date |
|--------------------------------------------------------------|------------|
| Hastings Court 314 The Ridge , TN34 2RA Hastings | 27/05/2020 |

Dear Hastings Court,

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

Yes Staff were able to raise concerns and were supported to speak up during the pandemic.

4.4 Had care and treatment provided to people being sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary

From our discussion with you on the 26/05/2020 and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic. Management of the service: Systems to protect, and support people and staff have been reviewed throughout the pandemic. Contingency plans were introduced early and practiced so as to prepare staff and build confidence in managing the

pandemic. Quality assurance systems and processes continue to be completed and reviewed by yourself and the management team. Staff cover: There are sufficient numbers of staff to provide safe care. The management of staff had ensured that the staffing levels remained consistent. No agency staff had been required as staff were committed to supporting the home. Recruitment has continued and no changes to your recruitment process has been needed. Staff support and training : Staff are supported by supervision and well-being meetings. Staff morale was considered and the introduction of weekly competitions had proved successful in raising spirits. Staff training has continued and includes updates of personal protective equipment (PPE). Infection control practice: There have been no issues with the supply of PPE as they had pre-ordered early at the beginning of lockdown so they were well prepared. You had ensured that staff received training in PPE and all staff were sent the latest guidance for good practice by email. Communication: Communication between people and their loved ones has been supported by arranged sightings, letters, zoom forums and Facebook. You said that the GPs and the pharmacist were very supportive and lines of communication were good. The manager said there had been no problems in receiving advice and support from health professionals involved in peoples' care. Innovation: A summerhouse is being built in the garden with two separate entrances and a perspex divider to allow people to see their families whilst remaining safe.