

VARS Care Limited

Fernleaf Residential Home

Inspection report

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20 November 2020

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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

Fernleaf Residential Home is a residential care home providing personal care to 15 people aged 65 and over at the time of the inspection. The service can support up to 19 people.

We found the following examples of good practice.

- The manager had implemented a robust system for all visitors which included a temperature check, hand sanitising and the requirement to wear a face mask upon entering the home. Detailed information was displayed around the home to remind people how to wash their hands effectively.
- Staff were provided with the appropriate personal protective equipment [PPE]. Staff were knowledgeable on when to change PPE and had received enhanced training from healthcare professionals.
- The manager had registered for 'whole home testing' for staff and residents. The manager had a system in place to identify all who had been tested.
- Thorough risk assessments were carried out to assess the impact of COVID-19 on people and staff. Actions were taken to mitigate risks to people when needed.
- The provider was very supportive of the manager and the well-being of the staff team.
- Strict cleaning schedules were in place and appropriate decontamination processes were also in place. This included regular deep cleans of all bedrooms, communal areas and touch points such as light switches and hand rails.
- The provider undertook contingency planning in case there were further outbreaks of COVID-19.
- The manager had an admission process in place which minimised the risk of potential transmission of infection to people living at the home. For example, all people were isolated for two weeks following admission to the home or when discharged from hospital.
- The service had supported people to keep in contact with loved ones including video calls.
- The service had implemented safe visiting for people who were receiving end of life care this included the supply of PPE for visitors and the use of a separate entrance.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Fernleaf 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 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 20 November 2020 and was unannounced.

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.