

Barchester Healthcare Homes Limited

Field House

Inspection report

Sandford Avenue
Church Stretton
Shropshire
SY6 7AA

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Date of inspection visit:
30 October 2020

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13 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Field House is a residential care home providing personal care to 18 people aged 65 and over at the time of the inspection. The service can support up to 20 people.

We found the following examples of good practice.

- Signage on the correct use of PPE and handwashing techniques was displayed throughout the building. Staff had received infection control training and competency checks were undertaken to ensure staff compliance with the provider's infection control policy and current guidance.
- The environment had been decluttered to promote effective infection control. Additional cleaning was undertaken including main touch points such as door handles and light switches to prevent the transmission of infection.
- On arrival at the home, visitors had their temperatures taken, were observed washing their hands and were provided with PPE to ensure visits were safe.
- The registered manager proactively promoted people's social and emotional wellbeing and used innovative ways to meet a person's individual needs.
- People were supported to maintain contact with their family and friends through the use of video and telephone calls. The provider had encouraged the local community to engage with people at the home through letter writing.
- Socially distanced garden visits had been facilitated and a booking system enabled effective cleaning of the visiting area between visits. Care plans and risk assessments identified each person's wishes and how to meet their support needs in relation to visiting and contact with relatives.
- Staff and people using the service had COVID-19 risk assessments in place to identify specific risks. Where people or staff were at high risk, steps were taken to mitigate these risks.
- Non care staff had been trained to provide care to people should additional staff be needed during the pandemic.
- The registered manager had undertaken research and worked alongside health professionals to develop a plan for safely treating people with symptoms of Covid-19 in residential care homes.

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?

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

Inspected but not rated

Field 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 30 October 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.