

Central Bedfordshire Council

Ferndale Residential Home

Inspection report

Easton Road
Flitwick
Bedfordshire
MK45 1HB

Tel: 03003008594

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16 February 2022

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24 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ferndale Residential Home is a care home providing accommodation and personal care for up to 30 older people. At the time of our inspection, there were 18 people using the service.

We found the following examples of good practice.

The provider had systems in place to support safe visiting at the service. Visitors were required to provide a negative lateral flow COVID-19 test and proof of COVID-19 vaccination prior to entering the service. In addition, visitors were required to complete COVID-19 screening questions and have their temperature taken.

Personal protective equipment (PPE) was required to be worn by all staff and visitors to the service. Staff had received training during the COVID-19 pandemic on the safe wearing, use and disposal of PPE. Competency checks and themed discussions had been held to ensure staff continued to apply good infection prevention control (IPC) practice.

People had been encouraged to maintain contact with their families and friends during the COVID-19 pandemic through use of video and telephone calls. As visiting restrictions eased the provider reviewed the protocols in place and made amendments in line with government guidance. This included promotion of window visits, garden visits and use of a dedicated screened room. The provider had promoted the role of the essential care giver, recognising the positive impact on people's wellbeing this made. People were supported to visit relatives who lived outside of the service.

All staff employed at the service had received two doses of the COVID-19 vaccination. The provider had maintained a record of COVID-19 vaccinations of the staff.

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

Ferndale 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 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 16 February 2022 and was announced. We gave the service 24 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.
- The provider facilitated visits to the home in line with current government guidance. The provider was knowledgeable of the role of the essential care giver and promoted this within the service.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.