

Caring Homes Healthcare Group Limited

Frethey House

Inspection report

Frethey Lane
Bishops Hull
Taunton
Somerset
TA4 1AB

Date of inspection visit:
10 February 2022

Date of publication:
07 March 2022

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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

Frethey House is a nursing home providing personal and nursing care to people aged 65 and over. The service is registered for up to 41 people with nursing needs. At the time of the inspection there were 22 people living at the service.

We found the following examples of good practice.

People said they felt safe at the service. One person said, "Staff always make sure I am ok. The staff here are lovely". People confirmed they saw their loved ones regularly. Visitors also confirmed that regular visits were facilitated, and precautions were in place to ensure lateral flow tests were taken and personal protective equipment was available to them One visitor said, "They are very welcoming here..." Another said, "You can't fault them here".

The registered manager took action to ensure people admitted to the service had their COVID-19 status recorded on admission.

There were processes to minimise the risk to people, staff and visitors from catching and spreading COVID-19. These included regular testing of staff and people living at the service and testing of visitors to the service.

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The service had a good supply of PPE. Staff confirmed they had all they needed to work safely. We observed most staff and management were using PPE correctly. One member of staff was reminded about the position of their mask.

Signage was in place to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Staff had received training in the use of PPE, infection control and hand hygiene. The registered manager confirmed that refresher training was being organised.

There were sufficient staff to provide continuity of care and support. Regular agency staff were used to cover any staff absences. Recruitment of additional care and domestic staff was underway.

Infection prevention and control policies and procedures were in place and kept under review to ensure they were reflecting current guidance. There were safe processes in place to take appropriate action during

an outbreak.

Some improvements were needed to ensure people were fully protected from catching and spreading infections. The registered manager took action to ensure COVID-19 vaccination information for visiting professionals and contractors was confirmed and recorded.

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

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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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 10 February 2022 and was unannounced.

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 somewhat assured that the provider was preventing visitors from catching and spreading infections. COVID-19 vaccination passports were being reviewed for visiting professionals and contractors, although not recorded. We have signposted the provider to resources to develop their approach. Following the inspection, the registered manager sent newly developed records to ensure accurate information was held by the service.
- We were somewhat assured that the provider was admitting people safely to the service. COVID 19 tests could not be confirmed for the two most recently admitted people. One had been admitted as an emergency. Precautions had been taken to ensure people had isolated until a negative test result had been received. We have signposted the provider to resources to develop their approach. Following the inspection, the registered manager sent newly developed records to ensure the COVID-19 status of all new admissions to the service were known and recorded.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely. One member of staff was reminded about the position of their mask during the inspection. Staff said they were confident to remind each other about the position of masks to ensure their effectiveness.
- 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.

Visiting in care homes

- The provider was facilitating safe visiting in line with government guidance. All visitors were required to have a negative lateral flow test either on arrival or on the day of the visit. Personal protective equipment (PPE) and sanitisers were available for visitors to use at the entrance of the service. People said they saw visitors regularly. Relatives confirmed they were able to visit when they wanted to. They told us, "It is brilliant here. Very welcoming. People's human rights are being maintained" and "The manager and deputy have been wonderful. We have no concerns".

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.