

# Care UK Community Partnerships Ltd

# Franklin House

## Inspection report

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22 October 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

Franklin House is a nursing home for people over the age of 65 years. The home caters for people who need care at the end of their lives, people with general nursing needs, people living with the experience of dementia and people who need short stay accommodation. At the time of the inspection 61 people were living at the service.

The service is managed by Care UK Community Partnerships Ltd, a private organisation providing health and adult social care across the United Kingdom.

We found the following examples of good practice.

There were suitable systems for visitors to the home to minimise the risks of spreading infection.

The staff supported people to contact families and friends using video calls, phone calls and mobile phone applications.

Staff received training relating to COVID-19, infection control and wearing PPE (personal protective equipment). There was an assigned clinical lead who was a qualified trainer. They assessed staff competencies and made sure they were following procedures to prevent and control the spread of infection.

There was a suitable regime of COVID-19 testing for people living at the home and staff.

There were a range of policies and procedures which had been reviewed and updated since the pandemic started. These included contingency plans for managing adverse events, such as staff shortages and outbreaks of COVID-19. The registered manager and other senior staff carried out regular audit of infection control and cleanliness.

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**

# Franklin 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 22 October 2020 and was announced. 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.

# Is the service safe?

## Our findings

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.