

Care South

# Fern Brook Lodge

## Inspection report

Fern Brook Lane  
Gillingham  
SP8 4QD

Tel: 01747834020

Date of inspection visit:  
14 February 2022

Date of publication:  
25 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

Fern Brook Lodge is a care home providing personal and nursing care for up to 75 people aged 65 and over. At the time of the inspection they were supporting 32 people. The home is set out over two floors which are accessible by stairs or a lift.

We found the following examples of good practice

A robust process was in place to help ensure visitors did not bring COVID-19 into the home. This included lateral flow tests and confirmation of vaccination status. People's comments included, "I feel safe from the pandemic", "COVID-19 is not one of my worries here. I feel safe" and, "I've got nothing to fear here." A relative added, "They have everything covered."

People and their relatives told us the home were supporting regular visits. One person told us, "My [relative] visits a couple of times a week." A relative offered, "I feel safe when I go, and I feel my [family member] is being kept safe. You can stay as long as you want."

People told us they were supported to have regular COVID-19 tests. Visitors and staff each had a dedicated room for this procedure. One relative said, "I'm an essential care giver and do the PCR testing on a Monday and Friday. That has meant I can see my [family member] every day."

The home was visibly clean throughout with no malodours. Staff carried out frequent cleaning including of high touch point areas such as handrails, door handles and keypads. Records were kept of this with these spot checked by the registered manager. One person told us, "They clean the home regularly including the bathrooms." A relative said, "There is always a cleaning team around the home."

People told us they had been supported to have all the required COVID-19 vaccinations. Records confirmed this.

Staff were following current government guidelines with regard to wearing personal protective equipment (PPE). A relative said, "I'm in here every two days and staff are always wearing the PPE. They seem to be following all the rules."

## 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**

# Fern Brook Lodge

## **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 prevention and control measures 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 14 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's approach to visiting was in line with current government guidelines.

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.