

Country Court Care Homes 3 OpCo Limited

Ferrars Hall Care Home

Inspection report

Ferrars Road
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Cambridgeshire
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Date of inspection visit:
27 January 2021

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10 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Service type

Ferrars Hall Care Home is a residential care home providing accommodation and personal care to older people and people living with dementia in one adapted building. The service can support up to 60 people.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. Any person entering the building had their temperature taken, completed a health questionnaire, sanitised their hands and wore full personal protective equipment (PPE) including a face visor.

The service had a dedicated visiting room which was accessible from indoors by people and outdoors for visits. This room and its facilities were adaptable such as for any person with a visual or hearing impairment or movement to a person's room. Although routine visits had been paused at the time of our inspection, the registered manager had a system in place so that relatives and friends could visit any person who was unwell or on end of life care. Visit times were based on the person's needs.

People were supported by staff in full PPE, whether that person was COVID-19 positive or negative. This is known as barrier nursing. This is to protect both staff and people living in the service from spreading infection if this occurred. The registered manager told us that they had changed systems within the service to reduce the spread of infection. Staff entered the building and undertook sanitising, took their temperatures and went to the area they worked with their PPE. This was in a staff changing area where they changed into a clean laundered uniform.

Audits and governance was effective in ensuring the premises were clean, odour and clutter free. During our inspection we observed staff supporting people and cleaning communal areas wearing their PPE. The registered manager told us that frequently touched areas were cleaned more often, with effective disinfection products. Staff also cleaned equipment at night when not in use such as people's wheelchairs and walking aids. Housekeeping staff followed a schedule to deep clean carpets, food servery and kitchenette areas.

The registered manager told us that they were working collaboratively with their local GP surgery. The GP had been allocated to the service as a clinical lead, and they were well supported as a result.

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

Ferrars Hall Care 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 January 2021 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.