

Brownlow Enterprises Limited

# St Francis Residential Care Home

## Inspection report

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16 February 2021

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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

St Francis Residential Care Home is a residential care home that provides accommodation and personal care support to up to 39 people aged 65 and over. At the time of this inspection, 35 people were using the service.

We found the following examples of good practice.

- The provider followed safe infection prevention and control practices and procedures to ensure people, staff and visitors' safety and that they were protected from the risk of infection.
- The service had systems in place to check staff and visitors' temperatures and they provided them with appropriate personal protective equipment (PPE), before they were allowed into the care home.
- The provider had implemented suitable visiting arrangements to ensure people could receive visits safely. Relatives visiting people accessed the safe pod with a glass screen and speaker system specifically built for them to interact with people safely. The access to this pod was outside the care home which helped to reduce the risk of spread of infection. Where relatives were unable to visit people, staff supported them to stay in touch with people via video calls.
- People, staff and visitors were supported to follow the government's guidance on wearing PPE and social distancing.
- The premises were cleaned and disinfected frequently to help prevent the spread of infection. Hygiene stations were installed throughout the service that were adequately stocked with hand sanitisers and PPE.
- The provider followed the government's guidance on carrying out COVID-19 testing and made suitable arrangements to test people, staff and visitors.
- All staff received sufficient training and support to prevent and control the spread of infection. Staff only worked on assigned floors thereby minimising the risk of cross infection. Staff wellbeing was supported if they became unwell and when they returned to work.
- The registered manager was well supported by the provider and their clinical lead. They also sought support and advice from external agencies including the Clinical Commissioning Group, the local authority, Public Health England, District and Palliative nurses, and local health teams to help keep people and staff safe.

## 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**

# St Francis Residential 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 16 February 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.

We have also signposted the provider to resources to develop their approach.