

HC-One Oval Limited

Fieldway Care Home

Inspection report

40 Tramway Path
Mitcham
Surrey
CR4 4SJ

Tel: 02086483435

Date of inspection visit:
14 April 2021

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29 April 2021

Ratings

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

Summary of findings

Overall summary

Fieldway Care Home is a residential and nursing care home. The home accommodates up to 68 people on two floors. At the time of our inspection, there were 49 people living at the home.

We found the following examples of good practice.

People had two designated visitors as per national guidance. Visitors were required to wear a face covering when visiting. Facilities were in place to wash hands and visitors had use of hand sanitiser on entering and leaving the home. All visitors were screened for symptoms of COVID-19 before being allowed to enter the home.

People using the service were supported to maintain safe social contact with family, friends and relatives; for example, by telephone/mobile or video calls, visiting in the communal garden or in a specially adapted room. Where possible remote solutions were also considered by other visitors such as professionals and clinical consultations.

Staff had access to and wore appropriate Personal Protective Equipment (PPE) such as masks, gloves and aprons when providing personal care. Staff had attended training from an Infection Prevention and Control (IPC) specialist at the local authority, provider inhouse sessions and received regular updates from public bodies such as Public Health England, Department of Health and Clinical Commissioning Group. There were prominent displays of signage on donning/doffing (putting on and taking off) PPE and handwashing in all required areas, including for visitors.

The provider ensured people were tested for COVID-19 by the hospital and from the community before agreeing to admit them. People using the service were monitored for COVID-19 symptoms. Symptomatic residents were isolated in single occupancy rooms. Residents in isolation did not attend communal areas and alternative facilities were provided.

People using the service were tested regularly for Covid-19 while all staff undertook twice a week testing. The provider had and knew how to apply for coronavirus testing kits via the online care home portal.

The service was clean and hygienic. Domestic staff had cleaning schedules, which they were required to complete and that included frequency of cleaning of high touch areas, e.g. light switches and door handles. Staff followed guidance in managing laundry to prevent the spread of infection.

Changes had been made to the layout of the service to help with social distancing of people and staff. Dining tables were set apart and two people dined together on one table. There was a visitor's room which was subject to enhanced cleaning in between each visit.

The majority of the relatives we spoke with told us communication between them and the home during the

Covid-19 pandemic had enabled them to maintain contact with people using the service in a safe manner.

The registered manager told us the service did not use agency staff. The registered manager undertook spot checks, regular meetings and communicated with staff to increase compliance in the use of personal protective equipment.

Relatives told us staff wore PPE correctly. A relative said, "When we have video calls or visit you can see the staff wearing PPE". We observed staff using PPE in accordance with current guidance.

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

Fieldway 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 14 April 2021 and was unannounced.

Inspection team

The inspection team consisted of one inspector and two Experts by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Fieldway Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

We gave a short period of notice of the inspection because of the Covid-19 pandemic to ensure our activity would bring as minimal disruption as possible.

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.