

Agincare (Derby) Limited

Foylebank Care Home

Inspection report

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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

About the service

Foylebank is a residential care home providing personal and nursing care to 30 on the first day and 27 people on the second day of our inspection. The service can support up to 35 people.

Foylebank Care Home accommodates people over two floors. There are various communal areas for activities, relaxation and dining. The home has a central garden with viewing windows.

People's experience of using this service and what we found

On the first day of inspection, we found adequate measures were not in place to protect people from the risk of infection. We wrote to the provider and asked them to address this and on the second day of inspection we found that all issues had been rectified to ensure people's safety.

Following the actions taken by the service to improve, we found people were protected from the risk of infection.

Infection control policies and procedures were in place and were followed by staff.

National guidance for infection control was clearly sign posted for staff and visitors to follow.

The service was clean and well maintained.

The registered manager monitored the cleanliness of the service on a daily basis.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update:

The last rating for the service under the previous provider was Good, published on 27 July 2017.

Why we inspected

We undertook this targeted inspection following a specific concern we had about infection control procedures. On day one of the infection control inspection concerns were identified. The provider was required to submit an action plan to identify improvements.

The second day of the inspection was targeted to check whether the provider had met the improvements identified in their action plan.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

Foylebank Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to look at a specific concern we had about infection control procedures and practice.

Inspection team

The inspection was carried out by two inspectors. One on the first day and one on the second day of the inspection.

Service and service type

Foylebank 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.

The service has manager registered with the Care Quality commission.

Notice of inspection

The registered manager was given 24-hours' notice of our inspection on both days to ensure they were at the service when we arrived.

What we did before inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to send us a provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection-

We spoke to the registered manager and we reviewed a variety of records relating to the management of the service, including policies and procedures, training records, cleaning schedules and audit records.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has not been rated, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check infection control procedures and practices. We will assess all of the key question at the next comprehensive inspection of the service.

How well are people protected by the prevention and control of infection

- On the first day of our inspection we found adequate measures were not in place to protect people from the risk of infection.
- There was a delay in checking the temperature of the inspector as there was no thermometer readily available in the reception area. However the inspector had their temperature and checks completed when they arrived in the office.
- Personal protective equipment (PPE) was not always managed safely. There was signage visible for visitors in reception however, further information was required regarding applying and removing PPE.
- There were concerns around areas staff used to change PPE.
- Waste disposal bins around the home did not always contain the correct bin liners for disposal of used PPE.
- Cleaning schedules were not recorded clearly due to the way they were organised and appeared to show gaps.

After the first day of inspection, we wrote to the provider and asked them to take urgent action to address the above issues. On the second day of our inspection all the issues identified had been addressed and measures to ensure improvements were in place.

- We were assured that visitors to the service were protected from catching and spreading infections. This included a COVID-19 test before entering the home. A thermometer was located in reception for temperature tests and track and trace forms were completed. PPE was available with clinical waste bins to hand.
- Signage had been increased and was displayed in reception and around the home advising staff and visitors on hand sanitization and how to apply PPE.
- There were PPE stations around the home, with eye protection available when required. There were other areas identified to staff for applying and removing PPE, with up to date guidance to follow.
- All bins in the home had the correct bags in place and were covered with lids with foot operated pedals to prevent the spread of infection.
- Staff arranged chairs in communal areas to maintain social distance between people. Visiting was conducted in a distanced way using a Perspex screen and staff did not go on breaks together. This meant

the risk of cross infection was minimised.

- The service was very clean. Cleaning schedules were up to date. The registered manager had made improvements to the recording of cleaning and new, simplified records were in place. The registered manager performed a daily walk round the service to check the cleaning and identify any concerns.