

## Fountain Housing Association Limited

# Wisma Mulia

### Inspection report

Bridge Road  
Frampton-on-Severn  
Gloucester  
Gloucestershire  
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Tel: 01452740432

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22 January 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

Wisma Mulia is registered to provide accommodation and personal care to 17 older people. The service also provided community care to people who lived at Wisma Mulia through extra care sheltered housing. At the time of our inspection 17 people were receiving accommodation and personal care support and two people were being supported through extra care sheltered housing support provided by the service.

Wisma Mulia is based in its own grounds within Frampton on Severn, very close to a range of amenities and the Severn canal. The service grounds contain a main house, self-contained flats and additional buildings which people can rent or use without receiving care. Wisma Mulia which means "honoured home" is closely linked to SUBUD (a spiritual movement) and has its own Latihan (which also provides a meeting hall facility) for spiritual services.

We found the following examples of good practice.

- The provider and managers had set up a visiting 'pod' in accordance with recognised safe visiting guidance. Additionally, alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people when this was required.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE). Staff had received training and support in relation to infection control and COVID-19. The managers observed staff practice ensuring they were following the correct use of PPE.
- The managers and provider had clear plans in relation to the isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection. The service did not use agency staff, which reduced the risk of COVID-19 entering the service.
- People and staff were tested in line with national guidance for care homes.
- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by housekeeping staff and care staff. This

included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading.

- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- Staff and people were supported to socially distance. The home had sufficient communal spaces where social distancing could be supported, including during activities. Some people chose to be supported in their own room. Staff ensured people received engagement to promote their wellbeing.
- The grounds of the service also had buildings which were used to support people with meals and emotional support. These people were given the choice to continue to access the community independently or have access to the home. These people had continued to access the community and understood that to help shield people they would not access the home. Staff provided these people with wellbeing phone calls.

## 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 was following safe and correct infection prevention and control procedures.

**Inspected but not rated**

# Wisma Mulia

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 22 January 2021 and was announced.

# 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.