

Mrs A J David

# Florence House Residential Home

## Inspection report

Westfield Road  
Ramsey  
Huntingdon  
Cambridgeshire  
PE26 1JR

Tel: 01487812295

Website: [www.florencehousecarehome.co.uk](http://www.florencehousecarehome.co.uk)

Date of inspection visit:  
18 March 2021

Date of publication:  
29 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Florence House Residential Home provides accommodation and personal care for up to 20 older people. There were 15 people living at the home at the time of our visit.

We found the following examples of good practice.

Visitors could visit their family member/friend by appointment. They were asked to complete a rapid COVID-19 test, had their temperature checked and completed questions around COVID-19. End of life compassionate visits were also supported. Visitors wore personal protective equipment (PPE) that was provided and remained socially distanced. Staff helped people to use computer tablets to video call family and friends. This helped people stay in contact.

External visitors to the home, including health or social care professionals waited to enter. They then signed in, sanitised their hands and had their temperature checked. There may be a request to take a rapid COVID-19 test. Or disclose the result of their last COVID-19 PCR test. PPE would be made available if needed.

Emails, secure face book posts and telephone calls were used to update peoples named relative /advocates re COVID-19 restrictions, testing and vaccinations.

People isolated in their rooms for 14 days if they were a new admission to the home. Zoning plans had been used to zone people into different areas within the home, and staff worked within one zone whilst on shift.

Staff changed into their uniform and put on their PPE before starting work. Staff wore their PPE correctly. Staff were bare below the elbows and wore a minimum amount of jewellery, with long hair tied up. This promoted good infection control practice. There were two infection control leads within the home, to support staff.

The home looked visibly clean. Communal rooms were uncluttered to support effective cleaning. Windows were opened to promote good ventilation.

## 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**

# Florence House Residential 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 COVID-19 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 18 March 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

## 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.