

Care UK Community Partnerships Ltd

Ferndown Manor

Inspection report

110 Golf Links Road
Ferndown
Dorset
BH22 8DA

Tel: 01202863100

Date of inspection visit:
08 February 2022

Date of publication:
28 February 2022

Ratings

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

Overall summary

Ferndown Manor is a residential care home providing personal and nursing care and at the time of the inspection accommodated 55 older people. Ferndown Manor can accommodate up to 75 people across three separate floors, each of which has separate adapted facilities.

We found the following examples of good practice

A robust process was in place to help ensure visitors did not bring COVID-19 into the home. This included lateral flow tests, temperature checks and confirmation of vaccination status. A relative offered, "They are very good. They are very strict with the rules around COVID."

We observed people enjoying visits from relatives during the inspection. People told us they had frequent visits from relatives. One person told us, "I see my [relative] most days."

People told us they were supported to have regular COVID-19 tests. We observed people being supported to isolate when required in line with government guidance. A person said, "They test my [relative] every time they come. It makes me feel good they are testing everyone."

The home was visibly clean throughout. Staff carried out frequent cleaning including of high touch point areas such as handrails, keypads and door handles. Records were kept of this with these reviewed by the registered manager.

People advised us "staff always wear PPE." People understood why such measures were in place with one person explaining, "They wear it for protecting them and me against COVID. I feel safe from the pandemic living here." A relative said, "I think the home are doing all they can to keep people 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?

Further information is in the detailed findings below.

Inspected but not rated

Ferndown Manor

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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 8 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The provider's approach to visiting was in line with current government guidelines.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.