

Firstsmile Limited Framland

Inspection report

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27 November 2020

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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

Framland is care home which provides accommodation and personal care for up to 31 people. At the time of the inspection there were 23 people living at the service.

We found the following examples of good practice.

- Information and guidance regarding the risks posed by COVID-19 was clearly displayed for staff, people and visitors to follow.
- A COVID-19 testing programme was in place for staff and people living in the service. This ensured prompt action could be taken to prevent the spread of the infection if a positive test was returned.
- A recent outbreak of COVID-19 at the service had been managed well. People and staff who tested positive or had displayed symptoms of COVID-19 had shielded in line with the government guidance.
- Sufficient stocks of Personal Protective Equipment (PPE) enabled staff to follow safe Infection Prevention and Control (IPC) practice.
- A cleaning programme was in place, and the housekeeping team understood the importance of their role. They told us what cleaning products they used for different areas and how they worked to reduce the risk of cross infection.
- The housekeeping team understood the importance of their role. They told us what cleaning products they used for different areas and how they worked to reduce the risk of cross infection.
- Staff received COVID-19 IPC training provided by the National Health Service (NHS) England. This provided staff with the most up to date guidance and best practice to keep people and themselves as safe as possible from the risk of infection.
- People were supported to keep in touch with their relatives via telephone calls and video links. People who were receiving end of life care could receive visits from their relatives in a safe way.
- The provider followed government guidance on managing new admissions during the COVID-19 pandemic.

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 that staff were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Framland

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 27 November 2020 and was unannounced.

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.