

The Dr French Memorial Home Limited

# Dr French Memorial Home Limited

## Inspection report

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03 November 2020

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## 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

Dr French Memorial Home Limited is a home for older people and is registered for 27 people. On the day of our visit there were 18 people living at the service.

We found the following examples of good practice

- The provider had appropriate arrangements for visiting to help prevent the spread of Covid 19. All visitors were required to have their temperatures taken and wash their hands on arrival. All visitors and staff were expected to wear a face covering.
- The service had a garden area to facilitate safe visiting for families. However, people were not currently receiving any visits from families due to the tier 2 restrictions in place.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing.
- The provider had ample Personal Protective Equipment (PPE) at the service to ensure that staff could provide care safely. We saw that internal training had taken place with staff regarding CV19 and the use of PPE, with a limited number of staff receiving training from an external source.
- Staff working conditions were conducive to staff being transparent regarding their health and their wellbeing. The provider supported them when they became unwell and when they returned to work.
- There were sanitiser points available throughout the building and thorough cleaning was done daily of all communal areas and people's bedrooms.
- All people admitted to the home were required to have a test before admission and appropriate systems were in place to ensure safe transfer.
- To ensure people were free of the virus, they were isolated in their rooms on initial admission to the service until any potential incubation period had passed.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to keep in touch by phone and virtual technology.
- The provider had a named external clinical lead who was providing regular weekly contact with the service.

We were mostly assured that the service met good infection prevention and control guidelines.

- Whilst there have been no cases of CV-19 at the service, and the majority of staff were using PPE effectively, we noticed two staff not wearing face masks correctly. The registered manager told us they would ensure additional external training was pursued and appropriate use of PPE was discussed at each supervision and team meeting. Also the duty manager would check all staff were using PPE correctly during the shift.
- The majority of chairs in the communal area were socially distanced, but two chairs that were occupied by people were not socially distanced. The registered manager told us they would ensure that at each shift that this would become part of the duty manager's role to check.
- Whilst there was a contingency planning document drawn up this had not been completed at the time of the visit, but the registered manager told us they were due to complete the document and would forward

this to us in due course.

Since the visit the registered manager put further controls in place to ensure full compliance with good infection prevention and control guidelines. These included additional training for staff in the use of PPE; checks by the duty manager that all staff were using PPE correctly and that people at the service were socially distanced, and formalising the service's contingency plan.

Further information is in the detailed findings below.

## 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 mostly assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Dr French Memorial Home Limited

## **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 control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 November 2020 and was announced.

# 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 admitting people safely to the service.
- 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.

We have also signposted the provider to resources to develop their approach.