

Mr & Mrs J Mangat

Fairholme

Inspection report

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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

Fairholme is a care home registered to provide nursing and personal care. At the time of our visit there were 44 people living at the service. Fairholme is situated in the town of Cambourne. It is a two-storey building with a range of aids and adaptations in place to meet the needs of people living there.

We had received concerns in respect of staff not adhering to PPE protocols which had the potential to put people at risk from the Covid-19 virus. The registered manager acknowledged some staff had removed face masks to have their photograph taken during the Christmas period. The manager had taken action to reinforce the requirement for staff to wear face coverings at all times. This was being closely monitored and additional testing had taken place.

We found the following examples of good practice.

The registered manager was communicating with people, health professionals, staff and family members regularly. This was to make sure everyone understood procedures and precautions being taken, and how to keep people safe during the current Covid-19 outbreak. The registered manager worked with the care staff team to ensure infection prevention and control measures were followed.

The registered manager and other senior staff provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic. There were effective measures in place including the provision of PPE for staff and people visiting the service. This ensured people living and working at Fairholme had access to additional support. For example, medical and emotional support.

We observed there were effective procedures in place to support staff to follow current guidance on infection prevention and control in order to help people to stay safe. The registered manager ensured staff and people who used the service understood why the measures were in place.

The registered manager was supported by the providers, and other health professionals, including GP's. Regular communication took place and there was a named professional designated to support the service.

When people were required to isolate, notices were available to alert staff to what was required, and what PPE was to be worn before entering the room. Systems were in place for additional checks to take place to ensure people's wellbeing.

The service had put plans in place to effectively manage any outbreak using designated staff to prevent the risk of the virus spreading to others.

Staff helped people to stay in touch with family and friends through phone and video calls. The service had a safe visiting system, which was coordinated and meant visitors did not need to walk through the service to reach the visiting area. Appropriate PPE and screens were in place to safely support visits.

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?

Inspected but not rated

Inspected but not rated

Fairholme

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 12 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 protecting 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.