

London Borough of Redbridge

Fernways

Inspection report

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02 February 2022

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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

Fernways is an extra care service that provides personal care to 18 older people living in their flats within an sheltered housing complex. The complex has 53 flats but not everyone who lived in the complex received personal care from the service.

We found the following examples of good practice.

There were safety measures in place for visitors to the housing complex. All people entering the service were required to provide evidence of a recent negative COVID-19 Lateral Flow Test (LFT) result. Where visitors had not completed tests before visiting, the service offered these. There was Personal Protective Equipment (PPE) available for visitors to wear, such as a face masks, to limit potential infection transmission. At the time of our inspection, visitors were not being permitted to the housing complex as there had been a recent COVID-19 outbreak.

Relatives of people using the service, and all those living at the complex, had been advised either by phone or email. Similarly, there was signs at the entrance informing people visiting had been restricted temporarily. People were supported to maintain contact with relatives if required, for example where relatives delivered food to people in the complex, this was taken by staff at reception and delivered to people in their flats. As people lived in their own flats they were free to come and go as they pleased. However, the provider supported those who had tested positive for COVID-19 by asking them to isolate where possible. Where this wasn't possible, for example with people who had dementia and tended to wander, a zoned lounge had been clearly marked for their use and staff accordingly.

Although visiting had been restricted, professional visitors, like the community matron, and primary care givers, such domiciliary care services, were permitted access to provide health and personal care to people who required it.

Staff were tested regularly. Staff members took Polymerase Chain Reaction (PCR) tests weekly and LFT daily before attending shifts on site. Only staff providing negative test result were permitted to work.

The service had enough staff. Staff absences were covered by existing staff and or agency staff. Where agency staff were used, arrangements were in place to limit their employment at multiple services, and so by reducing the risk of transporting infections between them. We met with the nominated individual, the person responsible for the oversight of regulated activity at the service, and they were able to explain their contingency planning should shortfalls occur due to COVID-19 staff shortages.

Infection control policies, procedures and risk assessments were up to date. These supported staff to keep people safe. The provider kept up to date with government guidance with regard to COVID-19 to ensure they were following it correctly, cascading relevant information to staff.

All staff had been trained in infection control and the use of PPE, including agency staff. We saw staff using PPE correctly. Handwashing guidance and infection control signage was displayed in prominent places. The communal areas of the complex were kept clean at all times to maintain hygiene and help prevent the spread of infections.

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

Fernways

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 services with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 02 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider ensured they had enough staff at all times to meet people's needs.

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.