

Ms Catherine Blyth

# Feng Shui House (Blackburn)

## Inspection report

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12 March 2021

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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

Feng Shui House (Blackburn) provides accommodation and personal care for up to 16 older people, people with a physical disability and people living with dementia. At the time of the inspection, 14 people were living at the home.

We found that the service had not implemented the recently updated Government guidance on visiting in care homes, which advises that from 8 March 2021, people can receive regular visits from a nominated family member or friend. The home had remained Covid-free during the pandemic and the registered manager had restricted visiting during the national lockdown in an effort to keep people safe. He understood our concerns and implemented the guidance shortly after our inspection.

We found the following examples of good practice:

Staff wore appropriate personal protective equipment (PPE) to ensure people were protected as much as possible from the risk of cross infection. There were a number of PPE stations located around the home and staff had completed training on how to put on and take off PPE safely. Enhanced cleaning was being completed to ensure the home remained clean and the risk of cross infection was reduced. Regular infection prevention and control (IPC) audits were being completed to ensure appropriate standards of hygiene were being maintained at the service.

People living at the service and staff were being tested for Covid 19 regularly, to ensure that appropriate action could be taken to keep people safe if anyone contracted the virus. Contingency plans were in place to manage any outbreaks appropriately.

## 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 the service was following appropriate infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Feng Shui House (Blackburn)

## **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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 12 March 2021 and was announced.

# Is the service safe?

## Our findings

S5 How well are people protected by the prevention and control of infection?

Before the inspection, we had received a concern that the provider was not supporting people to receive visits from family or friends, in line with the Government guidance. At the time of our inspection, only visits by professionals or to people receiving end of life care were being allowed by the service. This was not in line with the Government guidance, which advised that, from 8 March 2021, people could nominate one visitor to visit them in the home regularly, could hold hands with that person and could receive additional window visits, outside visits or visits with a protective screen in place. We discussed this with the registered manager, who explained that the home had remained Covid free during the pandemic and the restrictions had been put in place during the national lockdown, in an effort to keep people safe. We discussed the importance of balancing keeping people safe with respecting their right to receive visits in line with the guidance. The registered manager understood this and agreed to implement the updated guidance immediately after our inspection. While visiting restrictions had been in place, people had been supported to stay in touch with family and friends through phone calls and video calls.

- 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.