

Southey Care Limited

Marchfield House

Inspection report

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Ferndown
Dorset
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23 February 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

Marchfield House Residential Home is a care home. The home is registered to accommodate a maximum of 26 people who require personal care. The home does not provide nursing care. During this inspection there were 25 people living at Marchfield House Residential Home, all of whom were living with dementia.

We found the following examples of good practice.

At the time of our visit the home did not have any people living in the home that had contracted Covid-19 and 100% of people had received their first vaccine for Covid-19.

The home was free from clutter and clean. There were cleaning schedules in place for day to day cleaning. Personal protective equipment (PPE) was available in the main entrance. All the bedrooms of people living in the home and bathrooms had PPE, there was also PPE in the home's main reception. Handwashing guidance was displayed throughout the home. To allay any anxiety people may have in regard to staff wearing PPE, the home had provided people with an activity where they all tried a face mask on, and one person had dressed in full PPE.

The home provided effective and safe ways for people to visit their relatives during the Covid-19 pandemic. Visiting arrangements were in accordance with Public Health England guidance. Staff had contacted families and carers and spoken with them about the home's social distancing and visiting arrangements. The home provided window visits for relatives. People living in the home and relatives could see each other through a window whilst speaking to each other on the phone. Internally the home had built a plastic screened visitors' hub in the main reception area. There was a booking system in place to enable families to book visits to see their relatives in the hub.

The home offered families and carers calls from a range of video calling providers. Families and carers could use the video calling system at any time. The home also provided telephone calls for carers and families at any time.

The home had a contingency plan in the event of an outbreak of Covid-19 in the home. As a contingency plan, the home could shut down wings. All wings were separated by corridor fire doors. The home could zone people if required in the event of an outbreak.

The service participated in the whole home testing programme, this meant residents were tested for Covid-19 every 28 days. The home's staff were tested for Covid-19 every seven days. This was supplemented by twice weekly lateral flow testing twice weekly, these are rapid tests used to detect Covid-19.

The home had systems in place to ensure staff isolated for the required period should they test positive for Covid-19. Staff breaks whilst at work were staggered for social distancing purposes and taken in the home's garden.

The home had risk assessments in place for staff that may be more at risk if they contracted the virus.

To enable staff in providing care safely, staff had received additional infection prevention and control (IPC) and Covid-19 training to ensure they understood what actions to take in the event of residents or themselves becoming symptomatic.

The home's infection prevention and control (IPC) policy was satisfactory. IPC audits were completed regularly and included extra measures the home had put in place due to Covid-19. Any shortfalls identified in IPC audits were addressed immediately.

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

Inspected but not rated

Marchfield House

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 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 23 February 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 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.