

Bondcare (London) Limited

The Fountains Care Centre

Inspection report

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Date of inspection visit:
12 November 2020

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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

The Fountains Care Centre is a care home that provides nursing and/or personal care to people with dementia and/or nursing needs. The service can accommodate up to 62 people. At the time of the inspection they were supporting 53 people.

We found the following examples of good practice.

Visitors were received safely. Visitor's temperatures were checked and recorded upon entry and people's contact details recorded for track and trace purposes. Signs were displayed in prominent places requesting staff and visitors adhere to government guidance about personal protective equipment (PPE), and to be cautious about the potential to bring Covid-19 into the service. Staff had received training on correct use of PPE and were observed wearing it appropriately during our visit. At the time of the inspection visitors were not allowed due to local Covid-19 restrictions. When visits were facilitated visitors were supplied with appropriate PPE. The provider had previously permitted relatives visit people and had facilitated garden visits with social distancing in place. The provider hoped to restore these visits when deemed safe to do so. People were supported to use video calls to communicate with relatives.

People and staff were tested for Covid-19. The provider supported them should they test positive. The provider was not accepting admissions at the time of our visit but expected to do so in the near future. New admissions would be supported in line with best practice guidance and the provider was able to support people in isolation.

The provider had sourced face shields by which to support people see staff faces when people found difficulty with face coverings, Staff at the service were aware of the impact face coverings could have on communication with people living with dementia.

The provider had contingency planned working with outbreaks of Covid-19. There was an isolation unit for people who tested positive which could be staffed separately from the rest of the care home during outbreaks. There were robust procedures in place to ensure risk of infection were minimised.

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

The Fountains Care Centre

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 November 2020 and was announced.

Is the service safe?

Our findings

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

- The provider assured us that they were 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 noted that the provider's infection prevention and control policy was up to date.