

Featherton House Limited

Featherton House

Inspection report

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30 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

Featherton House is a service registered to provide accommodation and personal care for up to 25 older people. There were 17 people living at the service at the time of our visit.

We found the following examples of good practice.

The management team had a system to manage visitors safely. The procedures were explained to visitors on arrival, this included completing a declaration form and checking their temperature. A visiting 'pod' was introduced to allow safe visits in a COVID-19 secure environment, other visits were slowly being reintroduced in line with the most recent government guidance. These included using COVID-19 lateral flow tests which are the tests that give an instant result.

People were supported to maintain contact with families, this included using a technology. A large portable screen was purchased to ensure where people used video calling they could clearly see their relatives.

The number of people living at the service allowed for social distancing. Consideration was given to the environment, for example, additional tables had been purchased to ensure better social distancing during mealtimes. The management were aware of zoning guidelines but did not need to implement it to date.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) that met the quality standards. Staff received infection control training and the management team ensured staff followed the correct donning and doffing of the PPE and hand washing procedures.

People were supported by a committed team of staff whom they knew very well. This helped people to recognize the individual staff behind the face masks.

Regular testing for COVID-19 took place, for both people living at the service and the staff. The provider had a robust contingency plan what to do in case of a various adverse scenarios.

The management praised the support received from the provider's head office and the teamwork at the service. They said, "The team has been absolutely fantastic, and they were covering shifts as needed." Individual assessments had been carried out with staff members to ensure their personal circumstances or health conditions were known so any additional support could be offered as needed.

The management team reported good support from the local health professionals which ensured the team was able to meet people's healthcare needs.

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

Featherton 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 30 March 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 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.