

Westcare (Somerset) Ltd

Friarn House Residential Home

Inspection report

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Date of inspection visit:
25 January 2021

Date of publication:
10 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Friarn Residential Home provides accommodation with nursing and personal care. The home is a period home laid out over three floors. There are 15 single rooms and one double room available, all have toilet and handwashing facilities. At the time of this inspection there were 16 people living at the home. The ground floor accommodates a dining room, lounge, kitchen, and bedrooms. There is access to outside space. All floors are accessible via stairs and a chair lift.

We found the following examples of good practice.

The provider had not had an outbreak of Corona virus within in the home. At the time of the inspection all residents and staff had tested negative.

When staff came on shift, they were expected to record their temperatures and gel their hands before entering the building. Staff were asked to change their clothes when coming on shift, they used a staff toilet near the front entrance to get changed and put on their personal protective equipment, (PPE). A staff member told us, someone made us bags to put our clothes in and put our names on the bags.

Staff had received training in infection control, including how to safely put on and take off PPE such as gloves, aprons, and face coverings. The registered manager also told us; they had received this additional training as part of the support offered through Public Health England.

We saw staff wearing appropriate PPE and changing their PPE when moving from room to room. Due to the recent outbreak the provider had stopped all visitors coming into the home, this was to help prevent the virus entering the home. One staff member told us, "We support people to use phones and other technology to keep in touch".

We reviewed the providers visitor's policy and the registered manager assured us, when visitors do visit the home they are asked to wash their hands, wear PPE and maintain social distancing.

The home was split into three floors and staff could isolate each floor, but the registered manager told us they had not implemented zoning as every staff member and resident continued to test negative in the home. The registered manager was having regular contact with their GP, but this had stopped recently. The registered manager said they would contact Public Health England and the local commissioning team for support in the event there was outbreak in the home.

The provider was not admitting people to the home currently as they had no vacancies. The registered manager told us if they did have vacancies, no one would be admitted without a negative test first and their belongings would go into isolation for 72 hours prior to the person moving in, the providers admissions policy confirmed this was the correct process for the home.

The registered manager ensured regular testing was carried out, weekly for staff and monthly for people living in the home, this was in line with Covid testing guidance. The registered manager told us, and records confirmed, they gained consent from relatives for people who were not able to consent to testing, this information was recorded in line with the Mental Capacity Act.

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

Friarn House Residential Home

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 25 January 2021 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 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 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.
- We were somewhat assured that the provider was meeting shielding and social distancing rules.
- During mealtimes we observed staff and residents in the dining room in close proximity of each other. One staff member told us, "It would be too hard for people to understand if we stopped getting close to them or tried to keep them apart from each other." Adding, "We are like a big family."
- We discussed this with the registered manager who told us it was difficult for their residents to understand social distancing and as they had not had an outbreak, they had not focused on maintaining this.
- The registered manager assured us they would look at how they could consider implementing social distancing in line with government guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- Most areas of the home were clean, and furniture was in good condition. However, we found some areas of the home were not clean, this included communal bathrooms and toilets.
- Locks had been removed from three of the bedroom doors, the holes had been filled with tissue paper which could allow bacteria to lodge in these areas.
 - Areas of the home had poor floor covering, some was badly stained, particularly around toilets. This meant these surfaces could not be thoroughly cleaned and there was a risk of infection from bacteria getting lodged in these areas.
- Clinical waste bins were in place but they were not foot operated, and some bedrooms did not have paper towels for staff to dry their hands following personal care. The registered manager ordered new bins and made sure paper towels and soap was available in people's rooms before we left the home.
- We discussed the cleanliness of the home with the manager who told us they had identified some of the concerns raised and this was already on their improvement plan.
- The provider had recruited a handy person who was due to start in January 2021, and the registered

manager assured us they would review the domestic cleaning arrangements for the home.

We have also signposted the provider to resources to develop their approach.