

Woodlands & Hill Brow Limited

Farnham Mill Nursing Home

Inspection report

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25 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

Farnham Mill Nursing home is care home providing personal and nursing care to up to 60 people. The service is purpose-built and provides accommodation and facilities over three floors. On the day of the inspection there were 48 people living at Farnham Mill.

We found the following examples of good practice.

People were supported to maintain contact with their loved ones in a variety of ways. These included an enclosed visiting pod fitted with a hearing loop, a gazebo in the grounds and a visiting area where people could meet with a nominated person. Where appropriate, relatives had also acted as care volunteers within the service. Technology was also extensively used to support people to make contact through video calls.

The service was clean and hygienic throughout. Cleaning schedules had been adapted to ensure enhanced cleaning of high touch areas. The provider had researched and invested in several products designed to minimise the spread of COVID-19 using ultraviolet light. Handwashing stations had been installed outside the service to ensure staff and visitors were able to wash their hands prior to entering. Staff had access to personal protective equipment (PPE) and had received training in how to use and dispose of this safely.

Infection control training was provided to staff in small groups in the areas they worked. This enabled training to be specific to the people they were supporting and meant observations of staff competence could be completed. A number of staff from different roles received enhanced training and formed an 'Infection Control Army'. These staff members were able to provide additional advice to staff where needed to drive best practice.

Individual care plans had been devised to ensure any additional risks to people receiving safe care had been identified. Where people had tested positive for COVID-19 rehabilitation care plans included activities to aid respiratory recovery such as singing, games and exercises. Due to the layout of the service, areas were able to be set up as isolation areas. This meant people who found it difficult to isolate in their rooms had space to walk safely.

A specific area of the service had been designated for COVID-19 testing. Tests for people, staff and visitors were completed in line with government guidance. Staff told us they felt they were well supported by the management team. One staff member told us, "The manager and directors are here all the time. They work alongside us and we know they are here for us."

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

Farnham Mill Nursing 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 COVID-19 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 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.