

Fonthill Care (Harry Park) Limited

Fonthill House

Inspection report

Cassius Drive
Kings Park
St Albans
Hertfordshire
AL3 4GD

Date of inspection visit:
09 December 2020

Date of publication:
04 January 2021

Website: www.fonthillcare.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Fonthill House is a purpose built nursing and residential care home. The service accommodates up to 64 people in one spacious, two storey building.

We found the following examples of good practice.

- The service had been facilitating 'window visits' for relatives. Visits were by appointment only, with times allocated to avoid potential infection transmission with other visitors and to enable the visiting area to be cleaned between visits. Visitors were provided with guidance, personal protective equipment (PPE) and a telephone to communicate with the person living in the service. Staff were available to facilitate and support all visits. The provider was in the process of making adaptations to the outside space for visitors with a view to making the area more comfortable for visitors and being able to ensure that future visits would not be weather dependent.
- The service had taken steps to alleviate the negative impact of the pandemic on people. People had been provided a wide variety of in-house activities to support wellbeing. A newsletter was compiled by the provider which was shared with people, family and friends. The provider had also activated all telephone lines into people's bedrooms, offered an online communication channel for families and staff had supported videos calls with family and friends.
- Staff were provided with a designated preparation area on arrival to and departure from the service. PPE donning and doffing stations were available throughout the service, with PPE supplies available outside each person's bedroom. Staff were seen to be maintaining social distance and adhering to the guidance and protective measures in place.
- The service was clean and hygienic. Additional cleaning tasks and schedules had been implemented by housekeeping staff, which were methodically completed throughout the service. Robust techniques and systems for waste disposal and management were in place.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. There was a comprehensive support package for staff in place which included provision of training, uniform and laundry service, access to an online communication channel, the support of clinical colleagues and financial assistance should they become unwell.
- The provider and clinical team had developed robust policies, procedures and guidance for the service which had been fully implemented.

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?

Further information is in the detailed findings below.

Inspected but not rated

Fonthill 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 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 09 December 2020 and was unannounced.

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.