

Pilgrims' Friend Society Florence House

Inspection report

220 Park Road
Peterborough
Cambridgeshire
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Tel: 03003038445

Date of inspection visit:
29 January 2021

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11 March 2021

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

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|----------------------|-------------------------|
| Is the service safe? | Inspected but not rated |
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Summary of findings

Overall summary

Florence House is a care home without nursing, which accommodates up to 21 older people, some of whom live with dementia. There were 11 people living at the service when we visited.

We found the following examples of good practice.

Staff made sure that people were protected against the transmission of infection from visitors by scheduling visits, limiting areas that visitors could access and being available to escort visitors.

Staff took action to reduce the risk of transmission of infection between people.

Staff put appropriate actions into place to make sure people living at the service and those coming into the service were safe from the spread of infection.

Staff wore personal protective equipment, such as masks, gloves and aprons, and had supported people so that they also understood the need for this.

Regular COVID-19 testing was carried out to make sure people and staff were safe.

The provider made sure staff and the registered manager received enough support during the pandemic and when additional staff were needed.

There were COVID-19 specific policies and plans, which meant staff were guided to take appropriate actions to reduce the risk of transmission.

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

Florence 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 29 January 2021 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 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.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. We discussed with the manager how they could ensure social distancing in communal areas and consider zoning for new people coming into the home. We have also signposted the provider to resources to develop their approach.