

Royal Mencap Society

Farm Lane House

Inspection report

59 Farm Lane
Plymouth
Devon
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Date of inspection visit:
29 October 2020

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25 November 2020

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

Farm Lane is a residential care home providing care and support to people with a learning and physical disability. Most of the people who lived at Farm Lane had complex health and care needs. The service is registered to provide personal care and accommodation for up to nine people. On the day of our inspection, seven people were living at the care home.

We found the following examples of good practice.

There were effective systems in place to manage the spread of infection. All visitors to the service were required to have their temperature checked on arrival, wear face masks and disinfect their hands. Track and trace information was gathered at the point of people entering the home.

Staff used and disposed of personal protective equipment (PPE) safely. Sufficient stocks of PPE were in place and conveniently positioned around the building.

Enhanced cleaning schedules including regular cleaning of touch areas such as handrails and door handles were in place. This reduced the risk of cross infection.

Tests for COVID-19 were carried out weekly for staff and monthly for people living at the service. This meant action could be taken swiftly in the event anyone developed symptoms of the virus or had a positive test result.

A clear admission and discharge process had been implemented. Staff liaised closely with a multi-disciplinary team to ensure the safe transfer of people between services.

People were supported to keep in contact with friends and relatives through telephone calls, social media and outdoor visits via an appointment system. The provider was looking at how they could accommodate safe visiting outside in the colder weather.

Staff had support from the management team and the wider organisation. Staff were supported to take part in individual discussions, team briefs and offered counselling services if they had any anxieties about working during the COVID-19 pandemic.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19. Staff understood the measures in place and had received suitable training. Contingency plans were in place to manage any infections or outbreaks.

Infection control audits and checks were carried out and checks were being made to ensure good practice guidance was followed.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Farm Lane 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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 29 October 2020 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 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.