

Pilgrims' Friend Society

# Framland

## Inspection report

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09 February 2022

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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

About the service:

Framland is care home registered to accommodate up to 23 people that require personal care.

We found the following examples of good practice:

The provider had sufficient stock of appropriate personal protective equipment (PPE) which complied with the quality standards.

Staff participated in various training sessions around infection control and using PPE. Staff's competency around infection control and PPE was checked regularly to prevent staff complacency. There were designated areas for donning and doffing PPE. There was signage all around the service on donning and doffing PPE and handwashing. We observed staff wearing PPE as per guidelines.

The home had not had any Covid-19 outbreaks since the start of the pandemic. The registered manager told us this had been mainly due to a strict screening process, effective communication and an established team of staff. The home solely relied on their own staff and had a pool of bank staff.

Several visitation adjustments had been introduced including end of life, essential care givers, window, garden and drive through visits which were safely facilitated for relatives on a pre-booking basis.

The registered manager had embraced the essential care giver role and welcomed it as a partnership in care. Families and friends had been encouraged to be essential care givers and this had allowed them continued visitation despite the government restrictions. Out of the 19 people in the home, seven had families with essential care giver status.

On arrival to the service, infection control procedures were explained to visitors and a declaration form needed to be completed. We saw visitors were provided and required to wear the appropriate PPE in line with government guidelines. Healthcare professionals and tradesmen were asked to evidence their vaccination status before entry.

The provider had robust systems to ensure safe admissions, including only allowing new admissions after a confirmed negative result of the Covid-19 test. The provider had also assessed the environment, with consideration given where to allocate people should they need to isolate.

Additional cleaning schedules had been introduced to ensure robust measures to reduce infection risks, including additional tasks such as cleaning of any regular touchpoint surfaces.

The provider participated in the Covid-19 regular testing programme for both people and staff.

Impact assessments to ensure appropriate support for staff had been carried out, these included individual

health conditions and personal circumstances. Staff had access to dedicated counselling and advice if they been affected directly or indirectly by Covid-19.

Additional, regular communication took place. This included updates for people and their relatives to share the current 'Covid-19 status' of the service and any changes to the visiting policy.

## 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**

# Framland

## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 9 February 2022 and was announced. We gave the service 24 hours-notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The registered manager told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.
- The registered manager told us they and never had any staffing shortages even before the pandemic. They had a long-standing stable staffing team who worked very well as a team. The provider facilitated staff recruitment and retention initiatives such as apprenticeships for housekeepers and carers as well as staff development opportunities. They also had flexible shift patterns which allowed staff to have a good work/life balance.
- The home had not had any Covid-19 outbreaks since the start of the pandemic. The registered manager told us this had been mainly due to a strict screening process, effective communication and an established team of staff. The home solely relied on their own staff and had a pool of bank staff.

### 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. Thorough and strict checks were in place prior to visitors entering the home.
- We were assured that the provider was meeting shielding and social distancing rules. Measures were in place throughout the service, in line with government guidance.
- We were assured that the provider was admitting people safely to the service. People were supported to isolate on arrival, and screening checks were in place.
- We were assured that the provider was using PPE effectively and safely. Staff were observed to put on and take off PPE correctly and there were designated PPE stations for staff to use.
- We were assured that the provider was accessing testing for people using the service and staff. Regular testing was in place to maintain staff and people's safety.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. People were supported to access spacious, communal seating areas, while maintaining social distancing for example at the dining table.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Management plans, policies and procedures were in place, implemented in practice and observed to be followed by staff.
- We were assured that the provider's infection prevention and control policy was up to date. The provider's policy was up to date and reflected best practice.

### Visiting in care homes

- Several visitation adjustments had been introduced including end of life, essential care givers, window, garden and drive through visits which were safely facilitated for relatives on a pre-booking basis.
- The registered manager had embraced the essential care giver role and welcomed it as a partnership in care. Families and friends had been encouraged to be essential care givers and this had allowed them continued visitation despite the government restrictions. Out of the 19 people in the home, seven had families with essential care giver status. The registered manager told us they had seen how beneficiary they were to people's well-being.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.