

Accord Housing Association Limited

Farcroft

Inspection report

North Road
Wellington
Telford
Shropshire
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Tel: 01952223447

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02 February 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

Farcroft is a care home that provides accommodation, care and support for up to 41 older people some of who may be living with dementia. On the day of the inspection 20 people were living at the home.

We found the following examples of good practice.

The service was enabling people and their families to keep in touch using technology such as skype, as well as via telephone calls. Window visits were also supported wherever possible.

Staff wellbeing was discussed during supervisions and staff had received information on how to access to support, help and advice.

Changes had been made to support social distancing amongst staff. Additional staff rooms had been created, staff breaks were staggered and information hand over meetings took place in the dining room.

The provider has invested in a visiting pod in the garden. This was a cabin with Perspex dividing the room, which will enable safer visiting when allowed. The cabin had heating, separate entrances and an intercom to aid communication. Once functional, families will book time slots, with time allocated between for cleaning.

Systems were in place to sanitise the building, either with a sanitising machine, which used ultraviolet light, or fogging cannisters, which released fog into a confined space to sanitise the area. These helped staff to maintain a Covid-19 secure environment.

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

Farcroft

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 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 2 February 2021 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 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 somewhat assured that the provider's infection prevention and control policy was up to date. An infection Prevention and Control Audit had not been completed.
- We were somewhat assured that the provider was using PPE effectively and safely. We observed that required masks were not always worn correctly by staff.

We have also signposted the provider to resources to develop their approach.