

Country Court Care Homes 7 OpCo Limited

Ferrars Hall Care Home

Inspection report

14 Ferrars Road
Huntingdon
PE29 3AA

Date of inspection visit:
13 January 2022

Date of publication:
28 January 2022

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

Ferrars Hall Care Home is a residential care home providing accommodation and personal care to older people and people living with dementia in one adapted building. The service can support up to 66 people. There were 60 people residing at the home during this inspection.

We found the following examples of good practice.

Family and friends could visit people who lived at the service in line with current guidance. If family and friends wanted to visit the service, and it wasn't an emergency visit nor were they an essential care giver, they would need to have completed a rapid COVID-19 test, prior to visiting and had their temperature checked. These visits were appointment only. Visits took place in the garden, at a window, if the person they were visiting was housed on the ground floor, or in a room allocated for visits that had a screen to reduce the risk of cross contamination. There were gaps between visits to reduce the risk of people encountering other visitors, staff or other people from the home. Visitors were also required to wear the supplied PPE (personal protective equipment).

External health and social care professional visitors had to show their vaccination status and complete a rapid COVID-19 test before visiting and had their temperature checked. They also had to wear the correct PPE before entering.

Staff supported people to use computer tablets and phones to video call and/or communicate with family and friends. This promoted people's social well-being.

Staff and people at the home were taking part in whole home COVID-19 testing. Staff were tested for COVID-19 once a week and had rapid COVID-19 tests daily. Staff had their temperature checked when they started their shift and again during their shift if they felt unwell.

Staff were observed to be wearing their PPE correctly including face masks. Staff were bare below the elbow and were wearing a minimum amount of jewellery with long hair tied up that promoted good infection control.

Housekeeping staff cleaned throughout the home regularly. This was to promote and maintain good infection control practices.

The registered manager told us they and their staff had been really supported throughout the COVID-19 pandemic by the provider and the providers infection control lead.

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

Ferrars Hall Care Home

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 13 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.