

Stow Healthcare Group Limited

Ford Place Nursing Home

Inspection report

Ford Street
Thetford
Norfolk
IP24 2EP

Tel: 01842755002
Website: www.fordplace.co.uk

Date of inspection visit:
11 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

Ford Place nursing home is a registered care home providing accommodation and personal care for up to 48 older people. Although the service does accommodate people living with dementia this is assessed on an ongoing basis. They specialise in end of life care and provide accommodation on both ground and first floor. During the inspection there were 40 people living in the home.

We found the following examples of good practice:

The provider had clearly communicated their contingency plans and risk assessments around the management of the pandemic with the Care Quality Commission, (CQC) the local authority and Clinical Commissioning Group. They had ensured that the service was carefully planned particularly in regard to staffing levels and no agency staff had been used since the beginning of the pandemic.

Staff have had access to regular testing following current government guidelines for COVID-19, and additional checks were in place for anyone visiting the service such as outside contractors.

All staff and service users received their vaccines. There has been minimal impact from the virus with two staff testing positive and the correct procedures had been put in place to help prevent the spread of the virus.

Stringent no visitors' policies were put in place early on to protect staff and service users and a gradual reintroduction of visitors has been meticulously planned to ensure everyone's ongoing safety. A conservatory at the back of the service had been set up with protective screens and robust use of protective personal equipment, (PPE) and enhanced cleaning between visits.

The service has always supported service users approaching the end of their lives and visiting in these circumstances have been managed sensitively according to service users' individual needs.

Staff were observed wearing PPE in line with current government guidance.

Donning and doffing of PPE was completed appropriately and disposed of safely to reduce the risk of cross contamination. There were strict isolation procedures for all new service users or those returning from another setting and this was clearly communicated across the staff team.

Clear policies and procedures were implemented by the provider detailing what to do if an individual displays signs or symptoms of COVID-19. These ensured that staff knew how to promote the safety of those using the service and themselves and these policies were clearly communicated with relatives.

There was evidence of strong teamwork and staff taking individual responsibility to ensure hygiene practices were maintained and the service upheld excellent standards of infection control and levels of cleanliness.

Service users had regular opportunities to engage in social interaction and communication with others to help maintain positive mental health and sustain relationships which were important to them. As well as designated activities the service had invested in technologies to support service users as holistically as possible. We observed service users relaxing in a calm 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

Ford Place Nursing 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 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 11 February 2021 and was announced on 10 February 2021.

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.