

Fishponds Care Limited

Quarry House

Inspection report

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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

Quarry House is a care home that provides personal and nursing care for up to 65 people. The service is provided in accommodation over three floors. At the time of this inspection 60 people were living in the home.

We found the following examples of good practice.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any symptoms related to Covid 19. On our arrival we were greeted by the receptionist and had our temperature taken, we were asked to sanitise our hands and to wear the PPE given to us. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained strong. One professional was happy for us to share their recent experience when visiting the home. They wrote to the registered manager, "The manner in which you and your team handled the recent case of a Covid positive patient was excellent. The patient was identified as having a relevant symptom and a Covid test was rapidly arranged by the home. The staff were all wearing the appropriate PPE when I've been at the home and are aware of the isolation procedures you have in place and actioned them accordingly. I was very impressed at how well everyone at Quarry House handled this patient's care".

The emotional wellbeing of staff, people and their families had been supported throughout the pandemic. The whole team ensured contact and support was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety, sadness and loss. As the autumn winter season was approaching the provider had considered alternative visitor arrangements. Each person had been individually risk assessed to ensure visits were person centred. This would help ensure their visits were meaningful whilst maintaining their safety, meeting needs and respecting privacy. A designated member of staff was available should anyone during the visit require assistance, for example if they needed to use the bathroom facility. One relative recently wrote the registered manager and said, "Visits are so terribly difficult not being able to hug mum, but we are so grateful to all the wonderful staff who do a fantastic job. I cannot praise them highly enough. We have peace of mind knowing our loved ones are being well cared for. They make visiting as comfortable as possible during this difficult time".

Staff welfare and mental health was paramount in ensuring they received the kindness and support they required as individuals, so that they felt valued. Staff were encouraged to complete a wellbeing questionnaire based on NHS guidance. Wellbeing needs both as employees and on a personal level were always considered and respected. Staff had access to videos raising awareness on the importance to look after your mental health and a charity provided counselling to staff if required. Other initiatives and acts of kindness included, gift boxes, hampers and coffee mornings. Additional training on the effects of end of life

care supported staff and workshops to cope with grief, loss and bereavement were also provided.

All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager and deputy were very proud of all staff and recognised and celebrated their efforts during the pandemic.

When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received IPC training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices. There was effective, supportive communication between the directors, all managers, staff, people living at Quarry House and their relatives.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Quarry 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 November 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.