

Derriford House Limited

Derriford House

Inspection report

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01 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

Derriford House is a residential care home with accommodation arranged over three floors, which are serviced by a lift. People are accommodated in single bedrooms, all of which have an ensuite toilet and hand basin, some also have a wet room. There are communal lounges, a dining room and a hairdresser's salon for people's use. The service was providing personal care to 29 people at the time of the inspection.

We found the following examples of good practice.

Arrangements were in place to ensure people could have visitors and go out in accordance with national guidance. People had benefited from the home's spacious garden, especially during the lockdowns. They used it to see their visitors if they wished and to walk and relax in one of the numerous seating areas. People had also been able to tend the vegetable beds and to grow plants from seed for the flower beds.

The registered manager told us there had been very good external support for the home from health and social care services and the community during the pandemic which had benefited people. Staff training had been provided by a local hospice on subjects such as managing anxiety. Staff had attended the weekly virtual meetings run by the local Clinical Commissioning Group (CCG) to enable homes to receive up to date COVID-19 guidance and support. The GP held a fortnightly multi-disciplinary team meeting with staff. The team included a pharmacist who ensured people's medicine requirements were regularly reviewed.

The registered manager reported no impact on people's care due to sector workforce challenges. They had supported their staff well throughout the pandemic, and recognised their hard work with a bonus and additional annual leave. Staff had been supported with the provision of on-site accommodation if required. Staff training had been provided in staff's first language where needed.

The provider had at the start of the pandemic purchased a free-standing sink, to enable visitors to wash their hands before they entered the service. They had also purchased a body temperature scanner, which took the visitor's temperature. This enabled them to identify visitors with a high temperature prior to entering.

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

Derriford 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 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 1 February 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.

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.