

Monarch Healthcare (Ferndene) Ltd

# Ferndene Care Home

## Inspection report

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Date of inspection visit:  
20 January 2021

Date of publication:  
18 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Ferndene Nursing Home is a residential care home providing personal and nursing care to 45 people aged 65 and over at the time of the inspection. The care home can accommodate 45 people in one purpose-built building.

We found the following examples of good practice.

- Infection control policies had been updated to reflect current national guidance. Information and guidance were available to staff, relatives and people living in the service relating to COVID-19 and infection control.
- Staff were trained in infection prevention and control (IPC). This included donning and doffing training, this is how to put on and remove Personal Protective Equipment (PPE).
- The provider ensured there was sufficient stock of PPE in place including masks, visors, gloves, aprons and hand sanitiser. PPE stations were located throughout the service. Staff had access to PPE and were observed wearing this in line with national guidance.
- A room had been isolated and allocated for staff to use when entering and leaving the building. Staff used the room to change in and out of their uniform and don their PPE when starting a shift.
- There was an enhanced cleaning programme in place at the service and the service was visibly clean and well maintained. The housekeeping team wiped high use touch points throughout the day to reduce the spread of infection.
- A recent outbreak of COVID-19 at the service had been managed well and the plans in place to support people had been utilised safely. The service supported people to isolate in their bedrooms to reduce the spread of the infection.
- The service followed the current guidelines for care home testing, an enhanced testing regime was implemented during the outbreak. This was to ensure if people or staff had contracted COVID-19, it was identified, and measures put in place in a timely way.
- People admitted to the service were supported in line with government guidance on managing new admissions during the COVID-19 pandemic. The provider put in place risk assessments clearly identifying people at high risk of COVID-19 and the measures in place to support them. This meant staff had clear guidance on how to support people during COVID-19.
- People were supported to keep in touch with their relatives and friends through telephone and video calls. The provider had also built a visiting pod with screening to minimise the risk of spreading infection and to enable people to continue to receive their visitors in a comfortable and safe way.
- Since the outbreak the provider had maintained a no visiting policy with arrangements in place to support people who were receiving end of life care to ensure relatives could access the home, including full PPE supplied. The provider kept their visiting policy under review to ensure they supported people to keep safe.

## 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**

# Ferndene 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 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 20 January 2021 and was announced.

# Is the service safe?

## Our findings

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.