Frome Care Village Limited

Frome Care Village

Inspection report

Styles Hill
Frome
Somerset
BA11 5JR

Tel: 01172872566

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20 November 2020

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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

Frome Care Village provides care and accommodation for up to 60 people in two separate buildings. Woodlands provides nursing care in a purpose built building and The Parsonage is an adapted building for people living with dementia.

People and staff had been showing symptoms of COVID- within in the home. At the time of the inspection everyone had tested negative and there had been no confirmed cases. We were assured the provider was keeping people safe. We found the following examples of good practice.

Staff had received training in infection control, including how to safely put on and take off personal protective equipment (PPE) such as gloves, aprons, and face coverings. One staff member told us, "Every Thursday evening we have access to a live event on social media where our clinical team do updates and remind us about how to use our PPE." We saw staff wearing appropriate PPE and changing their PPE when moving from room to room.

The provider completed a risk assessment for visitors so that people were still able to see their relatives. At the time of the inspection visiting was restricted to Wednesday afternoons in one-hour slots. One staff member told us, "We want people to visit their families safely, but we do give priority to people who on at the end of their life." Another staff member told us, "We also support people to use phones and other technology to keep in touch because some relatives can't visit as they themselves are shielding."

Staff told us visitors entering the home had to complete a declaration that included recording their temperature. Visitors were also asked to wash their hands and wear full PPE including gloves and boiler suits. Staff worked in dedicated areas of the building and entered through separate entrances. Staff recorded their temperatures, washed their hands and had them checked under an ultraviolet light before using hand sanitiser and then putting on gloves.

The home was split into two houses and staff could isolate each floor within the houses. The registered manager told us, "People living in Woodlands were happy to self-isolate and staff encourage people living on Parsonage as much as possible." Adding, "We have a dedicated corridor in each house that is zoned off for anyone who tested positive."

The registered manager had regular contact with the local commissioning team to monitor the outbreak. The registered manager told us, "They are happy with the way we are managing the outbreak."

The provider was not admitting people to the home currently because they had not had any referrals due to COVID-19. The registered manager told us they had vacancies, but no one would be admitted without a negative test first. The registered manager ensured regular testing was carried out, weekly for staff and monthly for people living in the home.

Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection. The provider had recently recruited four extra domestic staff to support the current team and ensure the cleanliness of the home is well maintained.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Frome Care Village

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 20 November 2020 and was un-announced.

Inspected but not rated

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.