

Garton Care Limited

# Faith House Residential Home

## Inspection report

Station Road  
Severn Beach  
Bristol  
BS35 4PL

Tel: 01454632611

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17 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

Faith House Residential Home is a care home that provides accommodation with personal care, for up to 10 people. At the time of this targeted responsive inspection 10 people were living at the home.

We found the following examples of good practice.

- The home had designated entrance with posters displayed which explained the safety procedures in place. Due to the COVID-19 outbreak the only visitors to the home were professionals. They were asked to adhere to the home's infection control procedures. On arrival visitors were asked to sign in, complete a risk assessment and have their temperature checked. They were provided with personal protective equipment (PPE) that included gloves, aprons and a facemask. They were then shown to the area of the home they were visiting. Staff used a separate entrance at the side of the building. A dedicated room beside the entrance was used where staff changed their clothing before and after their shift. PPE was donned before they entered the building. Clinical waste bins were in place for staff to safely remove and dispose of their PPE.
- Staff supported people to maintain contact with their family and friends, by phone, social media and video calling, when they were unable to visit. The registered manager and staff remained in contact with people's loved ones. They provided regular updates in relation to people's wellbeing. We were told that people's family and friends were thankful for all that the staff and the manager were doing.
- At the time of our inspection all 10 people were self-isolating in their rooms. The staff monitored people's wellbeing and provided one to one care to people. When people were well enough to do so the staff team encouraged them to participate in one to one activities in their rooms. Some people chose to knit, watch sports, use their personal laptop, read books, magazines and newspapers.
- From the onset of the pandemic staff had put people's best interests at the heart of these difficult times. During these circumstances they had sacrificed their own personal lives in order to protect people. Due to the recent outbreak of COVID-19 two staff had moved into the home. All staff recognised their responsibility to protect the people they cared for. The registered manager was very proud of all staff.
- The home had a seated area of the garden beside the patio door. People were able to sit in the lounge area with the patio door open. People's loved ones were able to sit in the garden the other side of the door. Visits were pre booked with social distancing measures adhered to. Visits had been temporarily halted until further notice due to the COVID-19 outbreak.
- The registered manager told us if people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Staff would be allocated to people on a one to one basis, to provide personal care and support.

- There were enhanced cleaning of surfaces and people were supported to wash and sanitise their hands regularly. The registered manager completed regular walk rounds of the home and monthly infection control audits were undertaken. They were in the process of making changes to the infection control audit that was being used.
- The home took part in regular testing for COVID-19. Staff were tested weekly, and people who lived at the home were tested monthly. The registered manager maintained an audit of the dates staff and people were last tested. They were aware of when people and staff's isolation period had finished.
- Furniture had been moved around in the lounge and dining areas to support social distancing. This meant people could still spend time in communal areas which supported their wellbeing and reduced the risk of isolation.
- Faith House Residential Home had policies and procedures in place. Staff had received infection control training and were kept up to date with any changes in guidance and information. Staff were given practical training on how PPE should be used.
- The registered manager told us they were well supported by the local GP. The home had a dedicated community nurse who supported the home. We were told she contacted the home weekly by phone to offer support.

## 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 were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Faith House Residential 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 17 November 2020 and was announced.

# Is the service safe?

## Our findings

### 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.