

Bondcare (London) Limited

# The Fountains Care Centre

## Inspection report

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Date of inspection visit:

04 December 2020

11 December 2020

Date of publication:

18 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Fountains Care Centre is a care home that provides nursing and/or personal care to people with dementia and/or nursing needs. The service can accommodate up to 62 people. At the time of the inspection they were supporting 47 people.

We found the following examples of good practice.

Visitors to the service were admitted safely. Anyone entering the building had their temperature checked and recorded and contact details were kept for track and trace purposes. Signs were prominently displayed at the entrance of the service requesting anyone who enters comply with government guidance about personal protective equipment (PPE). There was ample supply of PPE for visitors and staff to use and also hand sanitiser to reduce risk of bringing Covid-19 into the service. Signage also provided instructions on how to don and doff PPE and to remind people about the risk of Covid-19 transmission.

Staff had been trained on how to use PPE correctly and we noted them wearing it appropriately during both days of inspection. Relatives were not permitted to visit unless visiting in exceptional circumstances, such as visiting people receiving end of life care.

People and staff were tested for Covid-19. The registered manager was hopeful of allowing more visitors depending on the outcome of their next staff and residents Covid-19 testing cycle. The provider also planned to roll out rapid testing kits to support visitors attend the service. These kits would quickly provide results as to whether visitors were Covid-19 positive or not. This meant the service could further lessen the risk of Covid-19 being transmitted to people using the service. People were able to communicate with relatives either by telephone or through video calls. Support was provided to those who tested positive. People who were new admissions were supported in line with best practice guidance. Staff worked with people living with dementia and used face shields to support people to see their faces to enhance communication and lessen anxiety. The provider had previously contingency managed Covid-19 outbreaks safely. The risk of infection was minimised through robust procedures and enhanced cleaning schedules.

The provider had made adaptations to the building to support people better in isolation and in order to become a designated care setting. A designated care setting is temporary accommodation for people discharged from hospital who have a Covid-19 positive status. We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# The Fountains Care Centre

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 04 and 11 December 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.