

# Bedfordshire Supported Housing Limited

## Francis House

### Inspection report

10 Gibbons Road  
Bedford  
Bedfordshire  
MK40 1DQ

Tel: 01234344729

Website: [www.bedssupportedhousing.co.uk](http://www.bedssupportedhousing.co.uk)

Date of inspection visit:  
28 August 2020

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### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Francis House provides accommodation and personal care for up to 6 adults requiring support with their mental health needs, some of whom may have additional support needs.

We found the following examples of good practice.

The service had utilised additional communal areas to enable people to socially distance effectively, whilst still supporting people to spend time together.

The home manager and registered manager were in the process of updating their Infection Prevention Control (IPC) policy to also include the service Covid-19 policies. This will ensure a more streamlined policy for the service.

The home manager completed a detailed checklist with staff, which included spot check observations and personal risk assessments. This ensured the manager was confident staff followed good practice guidance, and that staff were well supported.

Staff and visitors entering the service were required to have their temperature taken, complete a health questionnaire and follow strict handwashing procedures at the entrance.

Staff had received external training in the donning and doffing of personal protection equipment. Staff had also completed infection prevention control training and Covid-19 training.

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?**

We were assured the service were following safe infection, prevention and control procedures to keep people safe

**Inspected but not rated**

# Francis 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.

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 28 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.