

St. Giles Homes Limited

Forest Home

Inspection report

58 Swan Street
Sible Hedingham
Halstead
Essex
CO9 3HT

Tel: 01787460361

Date of inspection visit:
18 March 2021

Date of publication:
14 April 2021

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

Forest Home provides accommodation for up to 39 older people. The service does not provide nursing care. At the time of our inspection there were 31 people living at the service.

We found the following examples of good practice.

The registered manager and staff team worked tirelessly to provide safe care, despite experiencing significant challenges during a COVID-19 outbreak. This involved personal sacrifice and commitment to the people they supported.

The provider had built an attractive visiting pod and specialist cleaning equipment to support safe visiting.

There were good working relationships with local health professionals. This included effective arrangements to ensure staff had the necessary skills to take on additional tasks when external professionals had reduced their visits, to minimise the risk of infection.

The registered manager supported the wellbeing of people, families and staff affected by COVID-19 in a personalised and practical manner.

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

Forest 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 COVID-19, 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 18 March 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. The property is difficult to maintain due to its age. There was a lack of storage which meant some corridors were cluttered and cleaning was a challenge, despite staff's best efforts. The provider had started updating some areas and was using materials which were easier to keep clean, for example washable wall paint. However, they had not included adequate storage as part of this upgrade. This was discussed with the registered manager who agreed to raise with the provider.
- 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 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.