

Ms Catherine Blyth

Feng Shui House Care Home

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

Feng Shui House Care Home is a residential care home providing personal care to people aged 65 and over. The service is registered to support up to 20 people, at the time of the inspection five people lived at the home. The home is in the seaside resort of Blackpool overlooking the south promenade. There are two communal lounges and all bedrooms have en-suite facilities.

We found the following examples of good practice.

Staff had received training to help ensure their knowledge on infection prevention and control was up to date. Personal protective equipment (PPE) and infection control hand gel was available throughout the home for all staff and visitors. The registered manager and staff told us enough stocks of PPE were available and we confirmed this on the visit. One staff member told us, "We have plenty of PPE."

The home was clean and hygienic. Cleaning schedules were in place with additional cleaning protocols to ensure all high touch points were regularly sanitised. One person told us, "Staff come into my bedroom cleaning and hoovering and changing my bedding." A second person commented, "The home is absolutely spotless. I have no concerns about cleanliness." One staff member told us, "We have plenty of cleaning products and there are no restrictions on what we use."

People were supported to maintain contact with those who were important to them, in line with current government guidance. Face to face visits took place within designated areas within the home or people were supported by family to maintain activities outside of the home.

People living in the home and the staff were tested regularly for COVID-19. People told us they had isolated when they had moved into the home. One person said, "When we came, we had to isolate and test before you mixed with anybody." There were no staff employed who had not been vaccinated as is currently required. The provider's IPC policy was up to date and had been audited during the pandemic to reflect best practice and current guidance.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Why we inspected

We undertook this targeted inspection alongside the IPC Assurance Plus inspection to check on a specific concern we had about the provider not working consistently within the principles of the mental capacity act. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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

Is the service effective?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Feng Shui House Care 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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 01/02/2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Staff told us they made sure people were supported to have maximum choice and control of their lives and supported them in the least restrictive way possible.
- From discussions with people we were told consent to care and treatment was routinely sought. One person told us, "They [staff] never force me to do anything. I have never been told to go to bed or when to have a shower. The staff are smashing."
- Records we looked at showed consultations had taken place and the provider was working in people's best interest.