

The Percy Hedley Foundation

Chipchase House and Ferndene

Inspection report

Station Road
Forest Hall
Newcastle Upon Tyne
Tyne and Wear
NE12 9NQ

Tel: 01912381313
Website: www.percyhedley.org.uk

Date of inspection visit:
07 August 2020

Date of publication:
09 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Chipchase House and Ferndene is a care home providing accommodation and personal care for up to 51 people with physical or learning disabilities.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching and spreading infections. There had been no known cases of Covid-19 at the service. One person told us, "It's as safe as it can be here. The staff wear PPE (personal protective equipment)."
- The environment had been adapted to support social distancing. Two adjoining lounges had been opened up to form one large area. Meal-times had been staggered to reduce the number of people in the dining room. Additional cleaning was being carried out.
- Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. Infection control champions were in place. These were staff who monitored staff practices to ensure the correct procedures were followed. The provider continuously passed on important information about Covid-19 to staff. Various signs and posters were displayed around the service to inform staff and people of best practice guidelines to keep everyone safe. Information was also available in an easy read format.
- Staff supported people's emotional and social wellbeing. People kept in contact with their friends and relatives via the phone and various social media outlets. There was a room which was accessible from the outside and marquee in the garden which relatives used when they visited.
- Infection control audits and checks were carried out. The registered manager spoke positively about the hard work and dedication which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Chipchase House and Ferndene

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 7 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 have also signposted the provider to resources to further develop their approach.