

Flollie Investments Limited

# Fig House

## Inspection report

16-20 Cecil Road  
Weston Super Mare  
Avon  
BS23 2NT

Tel: 01934615202

Date of inspection visit:  
17 February 2022

Date of publication:  
23 March 2022

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Fig House provides care to up to 26 people living with dementia. At the time of our inspection, 25 people were living in the home.

We found the following examples of good practice.

Visitors to the home were required to show a negative lateral flow test before entering. There were also hand sanitisers placed throughout the building and signs advising people on the measures required to reduce the risk of transmission of Covid19. We did note that temperatures of visitors to the home were not being taken as a screening measure for possible symptoms. We advised that this additional step could help minimise risk further.

Staff confirmed they had good supplies of PPE and had received training in how to use it. There were procedures in place for disposing of clinical waste safely. Relatives confirmed that when they visited, staff always wore masks.

Relatives told us that visiting arrangements were easy to make using the online booking system. Comments included, "I use the online booking system which is very easy to use" and "booking a visit is very straightforward with the online booking and confirmation service". Support was in place for families to stay in contact if they couldn't visit in person. Further feedback from relatives included, "I find the staff to have done their very best at communicating during very challenging times and I'm very grateful for that".

The home was clean and hygienic. This was confirmed in feedback from relatives, who told us, "From what I see the level of cleanliness within the home is extremely high. I often see cleaning staff when I visit" and "I think cleanliness is good. All areas of the home look very clean"

There was a range of checks, policies and procedures in place to monitor cleanliness in the home.

## 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**

# Fig 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 17 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

# Is the service safe?

## Our findings

You should only include each statement where you are assured that effective measures are in place. Delete any statement where you were not assured in that area.

### 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?

- There were systems in place to manage visiting to the home. This included requiring visitors to show a negative lateral flow test before entering the premises. The service wasn't taking visitor's temperatures as a screening measure and we advised that this was done in future.
- 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.