

Barchester Healthcare Homes Limited

Friston House

Inspection report

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15 February 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Friston House is a 'care home' and provides accommodation, residential and nursing care for up to 80 older people.

The home comprises of three units. The main building has two floors and accommodates people with residential needs with early onset dementia on the ground floor; and people with nursing needs on the first floor. There is a separate 'Memory Lane Unit' for people who live with dementia and who have nursing care needs.

We found the following examples of good practice.

Visiting arrangements followed government guidance. Visitors used an online booking system to help the registered manager keep track of how many people would be coming into the home. Checks are completed on all visitors to the home to ensure they have a negative Covid-19 test result and where required have been vaccinated against Covid-19. Visitors were asked to wear face coverings which were supplied by the service.

Visitors spent time with their loved one in their rooms and there was no time restrictions. Arrangements were in place for visits to continue if there was a Covid-19 outbreak within the service. This included a separate visiting suite with access from the outside, so visitors did not come into the service.

The service had supplies of personal protective equipment (PPE) throughout the service which staff could access quickly and additional staff rooms had been developed to assist staff to maintain social distancing on their allocated breaks.

The building was clean and odour free and had plenty of space to ensure people were able to social distance appropriately whilst still being able to spend time with each other. Dining rooms and lounges had been adapted to ensure people were as safe as possible.

People who used the service and staff were participating in testing routines which followed current government guidelines to help identify any infections as quickly as possible.

Staff had received training in infection control to keep people safe and the provider's infection prevention control policy was up to date.

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

Friston 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 15 February 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.

Visiting in care homes

The registered manager had implemented a visiting policy which was in line with current government guidance. Visitors were encouraged to visit their loved ones and these visits took place in people's rooms or in the visiting suite.

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.