Country Court Care Homes 2 Limited

Fenchurch House

Inspection report

Spalding Common
Spalding
PE11 3AS

Tel: 08435069452

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04 November 2020

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11 November 2020

Ratings

Overall rating for this service	Inspected but not rated

Is the service safe?	**Inspected but not rated**

Summary of findings

Overall summary

Fenchurch House is a purpose built care home, providing residential, and personal care over three floors and can support up to 60 older people. There is a planned 'designated area' of 17 beds on a separate floor where staff will admit people from hospital who have tested positive for COVID-19.

The home was new and had only been operational since October 2020. At the time of the inspection, four people were in residence.

We found the following examples of good practice.

● The provider had identified a specific area within the service to ensure effective use of cohorting and zoning. That meant people had rooms and facilities in a certain area of the home, which reduced the potential for the infection to spread. Staff were appointed to work in designated areas which further reduced the potential for transfer of infections.
● Risk assessments and procedures were in place for admitting people in to the building. All people entering the building were temperature tested and completed hand disinfection prior to entering the home. A separate lift had been identified to transfer people with COVID-19 to the designated floor.
● The provider ensured plentiful supplies of personal protective equipment (PPE). This included face masks and aprons and we saw staff used these appropriately. Staff were encouraged to change their PPE regularly. Used PPE was disposed of in foot operated pedal bins situated throughout the home which reduced the potential for transfer of infection.
● Staff encouraged people to wash their hands frequently throughout the day. Where this was not possible, hand sanitiser was offered as a means to reduce the transfer of infection.
● The provider participated in regular COVID-19 testing of people living in the service and staff.
● Areas were cleaned and disinfected with cleaning products approved to reduce the potential transfer of infection.
● Risk assessments had been completed to protect people and any staff who may be at a higher risk of contracting COVID-19, measures were in place to support them.
● Staff planned to worked in set teams with staff working in defined areas, which lessened the potential of cross infection within shift teams.

Further information is in the detailed findings below.

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

Inspected but not rated

Fenchurch 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.

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 review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 4 November 2020 and was announced.

Inspected but not rated

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 were assured that the provider's infection prevention and control policy was up to date.