

Friary Care Limited

Friary House

Inspection report

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25 March 2021

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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

Friary House is a care home. The home is registered to accommodate up to 16 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 14 people living in the home.

We found the following examples of good practice.

Staff felt supported. One staff member explained that the care they had felt from the provider during the pandemic had helped the team care for the people living in the home.

Staff understood the potential impacts of the isolation/quarantine processes and the broader impacts of social isolation from family and friends. When people were spending time in physical isolation, they undertook additional frequent visits to ensure people had contact with others throughout the day. People were also supported with telephone and video calls with friends and loved ones.

People and staff were taking part in whole home testing. People were supported to make decisions about testing.

Staff were committed to keeping people safe. They had undertaken additional training and understood the importance of wearing appropriate personal protective equipment (PPE). Sufficient stocks of PPE were available including masks, gloves, aprons and hand sanitiser. PPE stations were located throughout the building and there were facilities to remove PPE safely.

Staff were wearing their PPE appropriately during our visit. The registered manager knew how to access support from professionals when they need advice and support related to infection prevention and control.

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. This ensured the registered manager had effective oversight of infection control measures.

Visits were planned to avoid potential infection transmission with other visitors and in line with public health guidance.

Contingency planning included the cohorting of staff to reduce the chances of cross infection if anyone living in the home tested positive.

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

Friary 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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 2021 and was announced.

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.