

Mrs A J David

Florence House Residential Home

Inspection report

Westfield Road
Ramsey
Huntingdon
Cambridgeshire
PE26 1JR

Tel: 01487812295

Website: www.florencehousecarehome.co.uk

Date of inspection visit:
21 January 2022

Date of publication:
14 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Florence House Residential Home provides accommodation and personal care for up to 20 older people. There were 18 people living at the service at the time of our visit.

We found the following examples of good practice.

Current government guidelines were being followed in relation to COVID-19 for staff and visitors to reduce the risk of infection to people living at the service. This included comprehensive checks being undertaken for visitors and staff on arrival and before being able to enter the service.

The provider maintained good levels of PPE and cleaning materials. Daily cleaning schedules were in place and included high touchpoint areas, such as door handles and bannisters. The provider had provided robotic cleaners that are put into action at night to assist in the cleaning of carpets and flooring throughout the service.

People and staff had received their vaccinations in line with government guidance.

The registered manager had contingency plans in place in the event of an outbreak.

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

Florence House Residential Home

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 21 January 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.