

Pilgrims' Friend Society

Finborough Court

Inspection report

Pilgrims Way
Great Finborough
Stowmarket
Suffolk
IP14 3AY

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02 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

Finborough Court is a purpose-built care home that can accommodate up to 32 older people. The service has a Christian ethos. At the time of our visit 29 people were resident.

We found the following examples of good practice.

The registered manager was aware of the very recent changes regarding visiting and had communicated this with family and friends. We observed safe visiting practices of essential care givers. One relative described how they sat with their relative and enjoyed coffee and cake together.

Dedicated cleaning staff had good systems in place to ensure the whole environment was clean and fresh. An example being regular steam cleaning of curtains, but then once a year these were removed and washed. A relative described how clean everywhere always was and that there was never any unpleasant smells.

Staffing levels had been consistently maintained throughout the covid-19 pandemic.

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

Finborough Court

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 2 February 2022 and was unannounced.

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

- Finborough Court was following the latest guidance regarding visiting. This had changed two days prior to our visit and the registered manager had already communicated this to family and friends. A relative confirmed that they were always informed of changes, "They keep in touch." Another relative [since their visits] said how much better their relative was "relaxed and at ease".

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