

Minster Care Management Limited

Falcon House Care Home

Inspection report

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04 February 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

Falcon House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Falcon House accommodate up to 46 people. At the time of our inspection there were 22 people living at the service. The home is located over two floors with communal lounge and dining area on both levels. The service was undergoing a full refurbishment at the time of our inspection which helped with the overall cleanliness of the building.

We found the following examples of good practice.

- The provider had encouraged window visits for people and their relatives during the outbreak of COVID-19.
- Staff had received training in the use of personal protective equipment (PPE), and we saw this was accessible throughout the home and staff used it in accordance with the most up to date guidance.
- Staff had received further training in COVID-19 and infection control procedures.
- The service had replaced almost all carpets and replaced them with laminate flooring, this meant that it was easier to keep clean and reduced the risk of contamination.
- The infection control policy was up to date. We reviewed audits which reflected actions had been taken to maintain the standards within the home. There was a Coronavirus Policy and procedure and also national guidance which was kept updated.
- Only essential medical professionals had entered the home during the outbreak apart from relatives who were allowed to visit when people were receiving end of life care.
- The registered manager had also been ill and a temporary manager had been put in to support the staff and people using the service during the time of the outbreak.
- The registered manager told us that they had continually supported the staff, those using the service and their relatives during the time when visitors were not able to go into the home.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in our detailed findings below.

Inspected but not rated

Falcon House Care 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 4 February 2021 and was unannounced.

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.