

Akari Care Limited

Wallace House

Inspection report

Ravensworth Road
Dunston
Gateshead
Tyne and Wear
NE11 9AE

Tel: 01914603031

Date of inspection visit:
08 February 2021

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05 March 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Wallace House is a service providing accommodation with nursing and personal care to up to 39 older people, including people who may live with dementia in one purpose-built building. At the time of inspection 28 people were using the service.

We found the following examples of good practice:

- Visitors to the service were required to undergo checks before they entered the building to reduce the transmission risks of COVID-19.
- The service had an abundant supply of personal protective equipment (PPE). Staff had been trained in the use of PPE and were observed to be following national guidance. PPE was made available to visitors.
- The home was clean, tidy and well ventilated. Staff carried out regular cleaning of areas which were frequently touched.
- Staff had assisted people to maintain contact with their relatives.
- The movement of staff and people between the floors was minimised to reduce the risk of spreading infection. Arrangements were in place for staff from each floor to exit the building and not have contact with each other.
- People and staff were tested regularly in line with government and Public Health England guidance.

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 that this service met good infection prevention and control guidelines.

Inspected but not rated

Wallace 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 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 8 February 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.