

Admiral Healthcare Limited

# Admiral House - London

## Inspection report

22 Thrale Road  
London  
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Tel: 02087694285

Date of inspection visit:  
29 April 2021

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27 May 2021

## Ratings

Overall rating for this service

Good ●

Is the service safe?

**Inspected but not rated**

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service:

Admiral House – London is a residential and rehabilitation home for up to 12 men with mental health needs. At the time of the inspection, there were 10 people living there.

### People's experience of using this service:

Two people using the service told us they were happy living at Admiral House and said they felt safe there. They felt able to report any concerns to the staff and managers and were confident they'd be listened to. They confirmed that staff provided support to help them stay well and attend regular health appointments.

Some areas of the home had been refurbished since our last inspection in May 2019 where it had been identified as an area of improvement.

Feedback from involved health and social care professionals was extremely positive about the service provided. They told us the service was well managed and had resulted in positive outcomes for their clients.

We were assured the service met good infection prevention and control guidelines. People were protected from the risk of acquiring infections and the premises were kept clean and hygienic. Personal protective equipment (PPE) was in good supply and staff were following the latest guidance for its use. Both people using the service and staff participated in the testing programme for COVID-19 in line with current published guidance.

Access to the home was restricted for non-essential visitors due to the COVID-19 lockdown restrictions in place at the time of our visit. The service had audited and improved their infection control processes in line with COVID-19 risks. Cleaning schedules had been enhanced and risks from waste disposal mitigated.

More information is in our full report.

### Rating at last inspection:

At our last inspection, the service was rated "Requires Improvement". Our last report was published on 26 June 2019.

### Why we inspected:

This was a targeted inspection looking at the infection control and prevention measures the provider had in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

We also reviewed the key question "Is the service Well-Led" during our inspection visit focusing on the management and governance of the service.

Ratings from previous comprehensive inspections for the key questions of Safe, Effective, Caring and Responsive were used in calculating the overall rating at this inspection. Following this inspection, the overall rating has improved to "Good."

Follow up:

We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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 the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

### Is the service well-led?

At our last inspection we rated this key question Requires Improvement. At this inspection this key question has improved to Good.

**Good** ●

# Admiral House - London

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Admiral House - London 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.

The service had two managers registered with the CQC. This means they are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We reviewed the information we had received about the service since the last inspection.

#### During the inspection

We spoke with two people using the service, both registered managers and the deputy manager. In addition, we looked at records relating to the overall management and governance of the service

including audits, health and safety records, incident and accident reports and other relevant care documentation.

After the inspection

We received feedback by email from four health and social care professionals who had involvement with this service

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- 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 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 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.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this Key Question was rated as Requires Improvement. At this inspection this Key Question has improved to Good. This meant the service was now consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; continuous learning and improving care

- There was a clear management and staffing structure in place. The registered manager was supported by an experienced deputy manager and, in recent months, a second manager was registered with CQC for Admiral House – London. This was part of succession planning put in place to ensure continuity of care at the service.
- People told us the service was managed well. Both people we spoke with said they were happy staying at Admiral House – London and felt able to approach the managers or staff if they had a problem.
- The provider fulfilled their regulatory responsibilities and submitted statutory notifications to the CQC about certain incidents such as safeguarding and other incidents affecting the health and well-being of people using the service.
- Governance procedures in place included daily, weekly and monthly quality assurance checks to monitor the quality of service provided across areas such as Health and Safety, infection control and medicines management. Staff meetings took place to facilitate information sharing, discussion and service improvement as necessary.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; and how the provider understands and acts on duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Managers were aware of their responsibilities under the Duty of Candour. The provider and registered manager acknowledged when something went wrong, accepting responsibility and putting steps in place to try and ensure these would not be repeated.
- Feedback from external professionals was positive about the support provided and outcomes for their clients. One professional told us, "I can tell you [Admiral House] is one of the best supported housing [services] in Wandsworth when it comes to Client's care. Their staff are competent and they provide good services to their clients. They have a good documentation system, they accompany clients to their GP'S and other services." A second professional commented, "I can honestly confirm that the care and support provided for my client is good and would recommend and future placement of any of my clients in need."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider sought the views of people using the service and staff and used a range of methods to do this, including meetings and feedback surveys.



- The people using the service at Admiral House – London were reluctant to attend the meetings held for them on a monthly basis. Staff at the service spoke with them on an individual basis, obtaining their views and providing them with important information about the service.

#### Working in partnership with others

- There was evidence that the provider worked in partnership with various community professionals and external agencies, including Local Authorities and Mental Health Trusts.
- One professional commented, "The staff at the accommodation are proactive and communicate their concerns to us in a timely manner, allowing for quick intervention and less restrictive approach as a result. [The registered manager] appears to be very organized, collaborative and companionate. He is often present at the accommodation supervising his staff and closely monitoring the care needs of the patients." Another professional told us, "In my experience with Admiral Home and the care provided for my client, they [the client] have shown significant improvement in their wellbeing, social functioning and quality of life."