

Alban Quality Care Limited

Alban House Residential Care Home

Inspection report

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Ilfracombe
Devon
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11 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

Alban House Residential Care Home is a residential care home providing accommodation and personal care to up to 23 people. The home cares for older people, including people with dementia, learning disabilities and other mental health needs. The home also cares for younger adults with physical disabilities, including neurological conditions such as Multiple Sclerosis. Alban House has been adapted from three adjoining Victorian terraced houses. There are four floors accessed by a shaft lift.

We found the following examples of good practice.

The service had worked well with relevant health and social care professionals during a recent Covid-19 outbreak. All recommendations and advice had been taken on board and actioned in order to keep people safe. The service was due to open again to visitors on 14 February 2022 and visiting arrangements were being organised for people to see their loved ones.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving Alban House. Prior to and post Covid-19 outbreak, visitors were supported to wear a face covering when visiting, and wash hands before/after use. All visitors were screened for symptoms of COVID-19 before being allowed to enter the service. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival and before visits to ensure visitors followed guidance, procedures and protocols to ensure compliance with infection prevention control.

The registered manager communicated with people, relatives, staff and health and social care professionals regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe. The service was following government guidance regards to visitors. People commented, "The staff always wear a mask" and "I have no concerns about the staff keeping me safe." Staff supported people to occupy themselves whilst maintaining their safety.

Staff were following current infection prevention and control guidance to help people to stay safe. There were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was essential.

Personal Protective Equipment (PPE) was readily available around the buildings. We saw there was a good supply of PPE for staff to use. Staff were observed to be wearing PPE appropriately and disposed of it in clinical waste bins. Whole home testing was undertaken, with frequency of testing people and staff in line with current guidance.

Staff had completed training to ensure safe infection prevention and control measure were in place and knew how to keep people safe during the COVID-19 pandemic.

Infection prevention and control audits were carried out to ensure the premises was meeting infection

control measures. A cleaning schedule for all areas of the service was in place and implemented to ensure the whole service was effectively cleaned on a regular basis, including high touch points.

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

Alban House Residential 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 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 11 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

- The service was following government guidance regards to visitors. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival and before visits to ensure visitors followed guidance, procedures and protocols to ensure compliance with infection prevention control.

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

