

Topcare Limited

# Albany Nursing Home

## Inspection report

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05 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

Albany Nursing Home provides nursing and personal care for up to 61 people some of whom are living with dementia. The accommodation is spread across three floors.

We found the following examples of good practice.

During the inspection, the service was temporarily closed to friends and family. However, when visitors had been allowed their temperatures were taken, appointments were scheduled and lateral flow tests would be undertaken. People's relatives were supported to wear personal protective equipment, have good hand hygiene and maintain social distance.

Staff observed social distancing protocols where possible. Only two staff were permitted in the staff room at a time. The provider had appropriately isolated people who had tested positive for coronavirus to prevent the spread of infection. They had implemented an internal system to assess likely transmission to minimise the risk of others contracting the virus. The provider told us they had a contingency plan regarding zoning if it was required.

The provider told us they complied with national guidance regarding admissions. They also implemented further infection control measures to safeguard people from the risk of infection. The premises were clean and hygienic. The provider had implemented stringent cleaning procedures including deep cleaning and cleaning of frequently touched areas. Indoor areas had been repurposed to facilitate visits safely. Staff wore personal protective equipment and disposed of it appropriately. External training had been provided by video link by the local public health team.

The provider implemented whole home testing in line with government guidelines. Staff on annual leave were supported to be part of whole home testing. Staff were paid to attend the service early to comply with lateral flow testing requirements. The provider's infection prevention and control policy contained information for staff about signs of coronavirus so they could monitor people for signs of illness. The provider had taken account of people who walk with purpose and were aware of how to ask for extra funding for staff if more were needed to maintain social distancing protocols.

The registered manager had taken the time to keep up to date with national guidance. They told us they felt well supported by the staff team, head office, and the local authority. The provider was not using agency staff. Urgent cover was supplied within the staffing team. Staff were well supported. They were guided through periods of self-isolation and called prior to return to work, to check symptoms to assess whether it was safe for them to return to work. Staff were paid during these periods.

The provider had an up-to-date coronavirus policy. The provider had assessed the risks to staff and people. Infection prevention and control measures were audited. The provider had a contingency plan in place including infection prevention and control and winter pressures.

Further information is in the detailed findings below.

# 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

# Albany Nursing 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 5 February 2021 and was announced.

## Is the service safe?

### Our findings

- 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.