

HC-One Limited

# Falstone Court

## Inspection report

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Date of inspection visit:  
28 October 2020

Date of publication:  
19 November 2020

## Ratings

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

# Summary of findings

## Overall summary

### About the service

Falstone Court is registered to provide nursing and residential care for up to 40 people, some of whom live with dementia. When we inspected, 29 people were living at the service.

We found the following examples of good practice:

- Systems were in place to reduce the risk of infections. Clear signage, temperature checks and personal protective equipment (PPE) protocols were in place at the front entrance. Additional cleaning of all areas and frequent touch surfaces was in place. An additional staff room had been made available to enable social distancing.
- Staffing levels were safe, with people receiving a continuity of care. No agency staff were used, except for nursing staff – these were however ringfenced to this service and part of the service's regular coronavirus testing programme.
- The service had worked flexibly to safely facilitate outdoor socially distanced visits. They were ready to re-implement visits should national guidance allow. The registered manager planned to convert a living room bay window into patio doors to enable visiting over the winter, should guidance allow. People were supported to keep in touch daily with their family members via video or telephone calls.
- Relatives provided extremely positive feedback about how staff kept people safe and well cared for.
- Infection control audits, additional infection prevention and control training and additional support for staff were in place.

Further details can be found in the key question 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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

# Falstone Court

## **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 conducting a thematic review of infection control and prevention measures in care homes.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. We also sought to identify examples of good practice in infection prevention and control.

This inspection took place on 28 October 2020 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.