

King Charles Court Limited

# King Charles Court

## Inspection report

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Date of inspection visit:  
04 November 2020

Date of publication:  
18 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

King Charles Court is a residential care home providing personal and nursing care for up to 30 people, some of whom are living with dementia. At the time of the inspection 27 people were receiving support.

We found the following examples of good practice:

- Due to the clinical vulnerability of people living at the service, at the time of inspection, visiting was severely restricted. Where visiting was permitted (for example for people on end of life care) suitable infection control procedures were in place, in regard to visitors entering and moving around the building. For example visitors were accompanied around the building by staff, and only spent time in the person's bedroom. A risk assessment and relevant checks with any visitors was also completed. Visitors were required to wear masks and, as necessary, other personal protective equipment (PPE).
- Staff had helped people to stay in touch with family and friends through phone calls, and through the internet.
- Good self isolating procedures were in place if people needed to isolate, and /or who were admitted to the service.
- Suitable testing routines had been arranged for staff and people who used the service.
- Robust admission procedures were in place, for example, the service requiring documentary evidence of Covid-19 test results before people moved in, followed by a period of self-isolation.
- The service was providing a range of social activities for people to help to keep them entertained and occupied.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. Throughout the inspection we observed staff demonstrating suitable knowledge of good infection control practice. Other staff training had also been maintained.
- The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.
- The service was very clean and had effective cleaning routines in place to ensure risks were minimised and people were kept safe. Additional cleaning hours had been arranged, since the start of the pandemic, to help keep hygiene standards to a high standard.
- The registered manager said staff sickness throughout the period of the pandemic had been limited and subsequently only a minimum of bank and agency staff had been used. When additional staffing was used, the registered manager said she was assured these staff did not work in any other care setting.

## 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**

# King Charles 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 4 November 2020 and was announced. The service was part of a thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.

We found no concerns in respect to the provider's response to the Covid -19 pandemic.