

Albany Care Homes Limited

Falmouth House

Inspection report

24 Edwards Road
Whitley Bay
Tyne and Wear
NE26 2BJ

Tel: 01912513729

Date of inspection visit:
22 February 2022

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29 March 2022

Ratings

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

Overall summary

Falmouth House accommodates a maximum of 10 people with a range of mental health needs. The service is split across three floors. Nursing care is not provided. There were nine people using the service at the time of our inspection.

We found the following examples of good practice.

The registered manager had worked hard to keep up to date with changing national guidance; they liaised with a range of external partners to ensure they were applying guidance consistently.

Staff had encouraged people who used the service to embrace some core areas of IPC good practice, such as regular use of hand gel, and the wearing of masks whilst in public places.

Staff worked hard to provide high levels of continuity and the service had not used agency staff.

The provider had increased the amount of hours spent on cleaning to ensure they could complete additional cleaning duties, such as high touch areas. They had installed two new showers and closed off one bathroom that was not fit for purpose.

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

Falmouth House

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 22 February 2022 and was announced the day before.

Is the service safe?

Our findings

Staffing

- The provider 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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.