

Falcon House Care Limited

# Falcon House Residential Home

## Inspection report

George Green  
Little Hallingbury  
Bishops Stortford  
Hertfordshire  
CM22 7PP

Tel: 01279658393

Website: [www.falconhouser ResidentialHome.co.uk](http://www.falconhouser ResidentialHome.co.uk)

Date of inspection visit:  
02 February 2021

Date of publication:  
03 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Falcon House is a care home registered to provide accommodation and personal care for up to 29 older people some of whom maybe living with dementia. At the time of our inspection sixteen people were using the service.

We found the following examples of good practice.

The registered manager was following the government's guidance on whole home testing for people and staff. This included using rapid testing and weekly testing for staff.

People were supported to isolate when required and the environment had been set up to encourage social distancing. The environment was easy to keep clean to minimise the risk of infection.

People were being supported to maintain contact with their families by video and telephone calls and when safe to do so visiting procedures were in place for people to see their relatives.

## 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**

# Falcon House Residential 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 February 2021 and was unannounced.

## 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.