

Porthaven Care Homes No 3 Limited

# Falkland Grange Care Home

## Inspection report

Monks Lane  
Newbury  
RG14 7RW

Tel: 08081686040  
Website: [www.porthaven.co.uk](http://www.porthaven.co.uk)

Date of inspection visit:  
12 August 2020

Date of publication:  
25 August 2020

## Ratings

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

# Summary of findings

## Overall summary

Falkland Grange Care Home is a residential care home providing personal and nursing care to people, some of whom are living with dementia and associated conditions. The service is registered to accommodate up to 64 people. At the time of our inspection there were 37 people living in the home.

We found the following examples of good practice.

- The service had implemented a personal protective equipment (PPE) and sanitising station outside the main entrance of the home. When visitors came to the home, a designated member of staff supports the visitors to ensure they follow safe infection control, PPE guidance and to check whether they had any symptoms of coronavirus before entering the home. The staff member would then use a forehead thermometer to check the visitor's temperature and spray the visitor and any bags or belongings with a safety approved water based sanitising spray.
- The service had set up covered seating areas around the gardens and grounds of the home that were used for relatives to visit their loved ones. On colder days the provider had purchased a clear screen which would be set up in a room so that people and their relatives could meet sitting either side of the clear screen to reduce the potential the risk of spread of infection. Visitors were required to book to see their loved one to ensure that visits were spread out to avoid the potential risk of transmission to other visitors and to allow the staff team to clean and sanitise the visiting area between visits.
- The home was observed to be clean and free of malodour. All communal rooms were cleaned and sanitised after each use. For example, if a person wanted to sit in one of the 'quiet lounges' they could do this at their leisure. When they decided they wanted to leave, designated cleaning staff would go into the room to clean and would inform care staff once this task had been completed. This included putting signage on the door to advise the room had been sanitised ready for the next person to use.
- Where people were shielding or self-isolating, PPE stations were set up outside the individual bedrooms. Each station was equipped with all required PPE in line with government guidelines and sanitising spray. Staff were observed appropriately donning and doffing their PPE before and after being in the person's bedroom. There was clear signage on bedroom doors to inform staff and visitors that a person was shielding or self-isolating.
- All people being admitted to the home were tested by the care staff on admission. People were asked to self-isolate in their bedrooms until a negative test result was received. If people go out into the community such as for day trips, they are also asked to undertake a test on their return. The home was taking part in the 'whole home' testing approach. This meant that people living in the home were being tested for coronavirus on a monthly basis and staff were being tested weekly.

- The service had appropriate infection control policies and procedures in place. These were developed in line with current government guidance. There was prominent signage around the home for staff and visitors on what measures were being taken to minimise the risk of spread of infection and keep themselves and those around them safe. These were also communicated through email and on the providers website.
- Individual risk assessments had been conducted on people and staff which identified any vulnerabilities they may have in relation to coronavirus and any mitigating action that the provider needed to implement. Risk assessments were also in place for other activities. For example, close contact treatments and interventions such as podiatry and hairdressing.

## 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**

# Falkland Grange Care 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.

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 12 August 2020 and was announced. The service was selected to take part in this 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.