

HC-One Limited

# Falstone Manor

## Inspection report

Cliffe Park  
Whitburn Road, Roker  
Sunderland  
Tyne and Wear  
SR6 9NQ

Tel: 01915496699

Website: [www.hc-one.co.uk/homes/falstone-manor](http://www.hc-one.co.uk/homes/falstone-manor)

Date of inspection visit:

12 February 2021

18 February 2021

Date of publication:

13 May 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Is the service responsive?	Inspected but not rated
----------------------------	-------------------------

Is the service well-led?	Inspected but not rated
--------------------------	-------------------------

# Summary of findings

## Overall summary

Falstone Manor is a care home that provides personal and nursing care for up to 51, some of whom are living with a dementia. At the time of the inspection there were 36 people living in the home.

People's experience of using this service and what we found

People felt safe living in the home and receiving support from staff. They were happy, comfortable and spoke highly of staff members and management. One person told us, "They [staff] are always there and are excellent in my point of view. I can have a chat with them anytime."

Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19. Staff wore appropriate PPE when supporting people. Staff and visitors to the home had their temperature checked and completed a risk assessment. Staff and people were taking part in a regular COVID-19 testing programme. There were enough staff to meet people's needs.

Staff supported people to meet their social needs. People had access to a range of either one to one or group activities in the home and could choose what they wanted to do. Staff also supported people to maintain relationships important to them.

The home was well managed. People and relatives were complimentary about the home and felt the manager was very approachable and open. An effective quality assurance process was in place.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection

The last rating for this service was Good (published 10 December 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing levels, activities and overall management of the home. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe, Caring and Well-Led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Falstone Manor on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service responsive?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Falstone Manor

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about staffing levels, activities and the overall management of the home. We will assess all of the key questions at the next comprehensive inspection of the service.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was undertaken by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

Falstone Manor is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The registered manager had recently moved to a regional role but was still overseeing the home from a regional perspective. The manager in situ was overseeing the day to day running of the home and planned to submit an application to become the registered manager.

#### Notice of inspection

We gave a short period of notice on the morning of the inspection to ascertain the current status of the home in relation to any COVID-19 infections and to ensure the inspection could go ahead safely.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from the local authority and professionals who work with the service. We also contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We spoke with eight people and one relative about their experience of the care provided. We spoke with the manager, the wellbeing co-ordinator and a care assistant during the inspection. We reviewed a range of records. This included two people's care records and risk assessments. We looked at staff rotas and records relating to the management of the service, including policies and procedures were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies, quality assurance records, staff rotas and risk assessments.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about staffing levels in the home. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were enough staff to meet people's needs. Comments from people included, ""The carers are there straightaway if I use the buzzer. My longest wait was about five minutes. That is absolutely acceptable" and, "I stay in my bedroom and staff drop in and check on me regularly."
- The registered manager determined staffing levels in line with people's needs as well as the layout of the home.

### Preventing and controlling 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.

## Is the service responsive?

### Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about a lack of activities taking place in the home. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Staff supported people to meet their social needs. People were able to take part in activities of their choosing. One person told us, "I do activities if I feel like it. We can do karaoke and sing-a-long. I do a bit of baking and bingo. People join in."
- The provider employed a wellbeing co-ordinator who organised a range of group and one to one activities.
- Staff also supported people to maintain contact with their loved ones via telephone or video calls. In some cases, relatives were able to visit people in the home with associated risks being assessed to ensure this could take place safely.



# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the overall management of the home. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Systems were in place to ensure that quality and risks were monitored at the home.
- At the time of the inspection the registered manager had changed roles but was still overseeing the home from a regional point of view. There was a manager overseeing service provision in the home who had been in post for some time. They were planning to submit an application of registration.
- The provider and manager monitored the quality of the service to make sure they delivered a high standard of care and to drive improvement.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The manager was open and approachable to all. Comments from people included, "I could talk to the manager. She would listen and take things on board" and "I can approach the manager or anyone else. They listen to me."
- The home was well-managed. Staff were supported in their roles by the manager.
- Despite the restrictions imposed by the pandemic, staff meetings had continued to take place in a spacious, well ventilated room as well as other meetings involving nursing staff at the home, to deal with any issues that needed attention or to carry out handovers.