

Dignus Healthcare Limited

Colliers House

Inspection report

568 Woodway Lane
Coventry
Warwickshire
CV2 2AF

Tel: 02476617088

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30 November 2020

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Ratings

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

Summary of findings

Overall summary

Colliers House is a residential care home providing personal care for up to 12 people with complex physical needs, learning disabilities and autism. At the time of the inspection 11 people were living at the home. We found the following examples of good practice.

One person was supported by staff to create a COVID-19 information board to share their knowledge and understanding of social distancing and hand hygiene. This included pictures and drawings of key messages. This person liked to educate their housemates and since doing so has helped other people living at Colliers House understand the need to give each other space.

People were supported to keep active and occupied through exercise sessions in the garden to music. The provider also arranged a virtual choir event including people from other homes. A song was chosen for people and staff to practise and then sang together, as a choir, through video call. Families were also invited to attend.

A one - way entry and exit system was implemented in each building to minimise congestion and staff crossing paths. Personal Protective Equipment stations were located in the entrance hall to each building and included hand sanitiser, thermometer, masks, gloves and aprons. Staff temperatures were checked twice daily at the beginning and end of each shift.

Families were kept informed of changes through regular emails and phone calls. People were supported to maintain contact with relatives by telephone and video calls.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Colliers 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 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 1st December 2020 and was announced.

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.