

# HC-One Limited

# Ladywood

## Inspection report

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Date of inspection visit:  
30 November 2020

Date of publication:  
31 December 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Ladywood is a residential care home registered to provide personal and nursing care for up to 38 people aged 65 or older including people who live with dementia. The accommodation is on two floors with several communal areas for people to spend time in.

We found the following examples of good practice.

- Cohorting and zoning was used to manage the spread of infection. This meant staff were allocated to work in certain areas of the service. It also meant there was signage showing which areas were 'red zones' when people were self-isolating in their rooms.
- Enhanced cleaning and disinfection of all areas of the service continued to take place to reduce the risk of cross contamination.
- There was plenty of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. PPE stations were located around the corridors and nearby all of the rooms where people were isolating.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. The service were preparing to offer testing to relatives in the near future as part of the government roll out of this service.
- Preparation of an indoor visiting area and the supporting processes were underway to facilitate people being able to see their loved ones again when it was safe to do so.
- Permanent and bank staff did not work in any other care setting which reduced the risk of infection spread between services.

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

# Ladywood

## **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 30 November 2020 and was announced half an hour before entering the building.

# 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.