

Comfy Care Homes Limited

Norwood House

Inspection report

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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

Norwood House is a residential care home providing personal care to people aged 65 and over, some of whom were living with dementia. The service has four floors. Norwood House can accommodate up to 20 people. At the time of this inspection, nine people lived at the service.

We found the following examples of good practice.

- Staff followed government guidance in relation to personal protective equipment (PPE) and infection prevention and control (IPC). The home had ample supplies of PPE and stock levels were monitored by the registered manager.
- All staff and people living at the service received regular Covid-19 testing. Appropriate processes were in place and followed should anyone display any symptoms of Covid-19.
- All staff had undertaken training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other Covid-19 related training.
- Consideration had been given to cohorting staff and zoning floors of the home should an outbreak occur, to reduce the risk of spreading infections.
- Staff supported people's social and emotional wellbeing. The service had used different methods including information technology to assist communication. The provider and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls and other technology including video calls. A thorough process was in place in relation to professionals visiting the service.
- Regular Infection Prevention and Control audits had been completed to ensure the service was providing safe care and staff were following guidance. Observations of staffs practice in relation to donning and doffing PPE and hand hygiene had been completed.

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

Norwood 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 February 2021 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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Covid risk assessments were in place for people but these had not been completed for staff, some of which had medical conditions that increased the risks associated with Covid-19. We have also signposted the provider to resources to develop their approach.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. Contingency plans were in place in relation to Covid management but these could be further developed to consider all areas, such as staffing levels. We have also signposted the provider to resources to develop their approach.