

# Alphonsus Services Limited

# Charles House

## Inspection report

257 Birchfield Road  
Perry Barr  
Birmingham  
West Midlands  
B20 3DG

Tel: 01213314972

Date of inspection visit:  
09 March 2021

Date of publication:  
12 April 2021

## 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

Charles House is a residential care home providing accommodation and personal care to up to 10 people. At the time of our inspection there were five people living at the service.

We found the following examples of good practice.

There were systems in place to facilitate visitors attending the home in line with new government guidance.

Care plans considered people's individual risk to COVID-19 and how to support them to self isolate. Where people lacked capacity, plans were made in people's best interests and involved the person, their loved ones and relevant professionals.

Suitable indoor activities had been considered for people during lockdown restrictions. The home was in the process of developing a sensory room for people to enjoy.

Staff wore Personal Protective Equipment (PPE) in line with guidance and had received training in using PPE correctly.

Signage was visible in the entrance and around the home to prompt good infection control practices.

Cleaning schedules were enhanced to include high touch areas and two hourly sanitisation of the home.

## 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**

# Charles 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 COVID-19 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 09 March 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 assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. Staff were not risk assessed to consider COVID-19 and their individual needs.

We have also signposted the provider to resources to develop their approach.