

Royal Mencap Society

Arbor Way

Inspection report

78a Arbor Way
Chelmsley Wood
Birmingham
West Midlands
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Date of inspection visit:
11 March 2021

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22 March 2021

Ratings

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

Overall summary

Arbor Way is a residential care home providing personal care for up to five people with learning disabilities. At the time of the inspection four people lived at the home.

We found the following examples of good practice.

- When visitors arrived, they were screened for symptoms of COVID-19. This included having their temperature recorded to make sure their visit could take place safely. Personal Protective Equipment (PPE) was also provided to visitors.
- Information had been shared with people in an easy read format which helped them to understand COVID-19 and the associated risks.
- Staff had adapted social activities to keep people active and occupied during the pandemic which had a positive effect on wellbeing.
- People had 'memory blankets' which reminded them of the outings they had enjoyed prior to lockdown restrictions, and to give them hope they will be able to do them again in the future.
- Staff had used creative ways to alleviate one person's fear of PPE. A face mask had been put onto the person's soft toy which had reduced the person's level of anxiety and had resulted in them feeling comfortable to wear a face make when they went out to keep themselves safe.
- An employee assistance programme offered staff support and advice. A mental health tool kit provided guidance on how to stay healthy and well during the pandemic.
- The senior leadership team had shared learning and updates and positive news stories about COVID-19 throughout the organisation to ensure staff worked in line with best practice and government guidance.

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

Arbor Way

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 11 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.