

C L H Care Homes Limited

306-308 Packington Avenue

Inspection report

308 Packington Avenue
Shard End
Birmingham
West Midlands
B34 7RT

Tel: 01217493739

Date of inspection visit:
09 February 2022

Date of publication:
10 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Packington Avenue is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. At the time of inspection five people were using the service.

We found the following examples of good practice.

People were supported to safely access the community and continued to enjoy their learning and social activities. This was positive for the wellbeing of the people who were supported by the service.

Staff had access to personal protective equipment (PPE) and were observed to wear this correctly.

Consideration was made of people's need to understand the reasons for restrictions of their movements during the pandemic and information was provided in different formats to enable them to do this.

Communal areas were spacious and uncluttered, which meant people could enjoy each other's company, whilst maintaining a safe social distance.

People were supported to maintain contact with loved ones through home visits. A separate room was made available for family members to use when visiting loved ones.

Cleaning schedules were in place to monitor cleanliness and staff compliance with the provider's infection control policy.

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

306-308 Packington Avenue

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 9 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in Care Homes

- The service was allowing visits; however, the latest government guidance was not always followed, and the policy was not up to date. The registered manager said the guidance would be updated.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach for their visiting policy to

ensure it is up to date with the government guidance.