

Superior Care (Midlands) Limited

Portway House

Inspection report

Newbury Lane
Oldbury
West Midlands
B69 1HE

Tel: 01217400738

Date of inspection visit:
17 November 2020

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03 December 2020

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

Portway House is a care home providing nursing and personal care to a maximum of 48 older people. At the time of the inspection there were 32 people living at the service. The designated care setting was able to support up to 17 people.

We found the following examples of good practice.

- A self-contained unit within the home could care for people safely who had tested positive for Covid-19 in hospital and needed to transfer to a care home.
- Staff had been allocated to work solely within the designated unit. They did not work in other health or social care services which reduced the risk of cross transmission. Staff had received additional training in infection prevention and control and the use of Personal Protective Equipment (PPE).
- Visitors were not allowed entry to the designated care setting. People were being supported to maintain contact with their loved ones via video and telephone calls.
- PPE such as masks, gloves and aprons were available to visiting professionals on entry to the building.

We were assured that this service met good infection prevention and control guidelines as a designated care setting

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

Portway 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 17 November 2020 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 assured that the provider's infection prevention and control policy was up to date.