

Broadway Halls Care Services Limited

# Broadway Halls Care Home

## Inspection report

The Broadway  
Dudley  
West Midlands  
DY1 3EA

Tel: 01384215190

Date of inspection visit:  
21 January 2022

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03 February 2022

## 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

Broadway Halls Care Home is a care home providing personal and nursing care to 83 people. The home is purpose built with four separate units. Care and support was provided to people living with dementia, nursing needs and personal care needs. At the time of this inspection 57 people lived at the service.

We found the following examples of good practice.

- On arrival visitors were asked to consent to a lateral flow test (LFT). Professional visitors were asked to provide evidence of their vaccination status. Visitors would be provided with appropriate personal protection equipment (PPE), if required.
- There were hand washing facilities available at the point of entry for visitors to wash their hands.
- There was a booking system in place for family members to use. This could be accessed directly by family members or they could contact the home directly and arrangements could be made through the administration team.
- There was additional cleaning of touch points in communal areas to mitigate the risk of cross infection.
- The service kept in contact with family members through essential visits, social media, phone calls, window visits, a separate family visiting area and a visiting pod completely detached from the main body of the home.
- Staff adhered to PPE guidance and practices. There was a plentiful supply of PPE at all PPE stations situated close to people's bedrooms.
- Staff continued to support people to access healthcare services. Arrangements were in place should people need to attend hospital and return to the home safely.
- The service had a separate visiting pod for relatives and friends which enabled them to see their loved ones safely.
- Laundry and clinical waste was managed in line with the latest 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**

# Broadway Halls Care Home

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 20 January 2022 and was announced. We gave the service a day's notice of the inspection.

# Is the service safe?

## Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to staffing and the prevention and control of infection.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were

vaccinated against COVID-19.