

Willowbrook Healthcare Limited

# Knowle Gate Care Home

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Knowle Gate Care Home is care home providing personal and nursing care to a maximum of 60 younger people, people aged 65 and over, people with mental health conditions and people with physical disabilities and sensory impairments. Some of those people lived with dementia. The home is purpose built and during our visit 38 people lived at the home.

- A visitor 'code of conduct' was in place. The code detailed the responsibilities and safe practice requirements of visitors during the pandemic.
- A large mobile Perspex screen was used during some visits to maintain social distancing. The use of the screen had reduced people's levels of anxiety as they were able to see and talk to their relatives clearly.
- Computer tablets had been purchased to help people keep in touch with others who were important to them. Staff supported people to make video and telephone calls on a daily basis.
- Risks associated with staff using public transport to travel to and from work had been reduced. Free transport had been provided to and from work for those staff.
- Wellbeing sessions had been held with staff. This included signposting staff to a confidential helpline for advice during the pandemic.
- A 'fogger' cleaning machine had been purchased and was used to complete deep cleans of the environment. Use of the machine meant areas that were difficult to clean by other techniques were sanitised.

## 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**

# Knowle Gate 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.

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 14 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.