

St. Michael's Care Ltd

St Michael's Home

Inspection report

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Olton
Solihull
West Midlands
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Tel: 01217079697

Date of inspection visit:
22 January 2021

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24 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

St Michael's Home is a residential care home providing personal care for up to 21 people aged 18 and over. At the time of the inspection eight people were using the service.

We found the following examples of good practice.

- The provider had an outbreak of COVID-19 within the home. The outbreak had impacted significantly on staffing levels. However, staffing levels were being sustained which meant people received the care they needed.
- At the time of our inspection, the provider was not admitting people to the service because of the outbreak.
- Enough personal protective equipment (PPE) was available within the home which staff were seen wearing.
- Staff had easy access to replace their PPE as needed to protect people as much as possible from the risk of infection.
- Testing of staff and people for COVID-19 was happening and staff were undertaking further infection control and prevention training.
- People were supported to maintain contact with their friends and relatives.

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

St Michael's 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 22 January 2021 and was announced.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

Preventing and controlling infection

- We were not assured that the provider was fully complying with shielding and social distancing rules. People who were self-isolating at the time of our visit had kept their bedroom door open. Therefore, current guidance was not being followed and the risk of transmitting Covid-19 was increased. Immediate action was taken to address this shortfall.
- We were somewhat assured the provider was using PPE effectively and safely. We saw staff wore PPE correctly. One staff member was not wearing their face mask correctly to keep themselves and others safe. Immediate action was taken to address this shortfall.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Visitors had not always had their temperature taken and recorded and were not requested to wash their hands to prevent the transmission of infection when they arrived at the home and clear signage to these facilities was needed. The registered manager told us a further thermometer would be purchased and clear signage put up.
- At the time of our inspection, the provider was not admitting people to the service because of the outbreak.
- We were assured the provider was accessing testing for people using the service and staff.
- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. The registered manager will ensure schedules and checks are in place.
- 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.

We have signposted the provider to resources and government guidance in relation to the wearing of Personal Protective Equipment (PPE) and self-isolating.