

HC-One Limited

Roxburgh House (West Midlands)

Inspection report

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Date of inspection visit:
10 February 2021

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16 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Roxburgh House (West Midlands) is a residential home that is registered to provide care and accommodation for a maximum of 44 people who do not require nursing care. The home has a mix of residents, some with dementia. At the time of the inspection 42 people were living at the service.

We found the following examples of good practice.

The provider was following best practice guidelines in ensuring visitors to the home did not introduce or spread COVID-19. Due to a recent outbreak, visitors were not allowed to enter the home unless this was due to exceptional circumstances. In these cases, a Covid lateral flow test was carried out and visitors had to wear full personal protective equipment (PPE).

As families and visitors were not allowed to enter the home under the current Covid restrictions, staff did video calls with the residents and their families and monthly newsletters were sent out to keep family updated about life at the home.

Staff were adhering to Personal Protective Equipment (PPE) guidelines and extra PPE locations had been set up near to residents' rooms. Where social distancing could not be maintained, staff took extra precautions through the use of PPE and handwashing to minimise the spread of infection.

The provider had ensured that all staff had received a personal COVID-19 risk assessment and conversations about their wellbeing were held regularly. Regular communication was held with staff to ensure they were kept up to date with the latest changes.

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.

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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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 10 February 2021 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.