

## Barchester Healthcare Homes Limited

# Ottley House

### Inspection report

Corporation Lane  
Cotton Hill  
Shrewsbury  
Shropshire  
SY1 2PA

Tel: 01743364863  
Website: [www.barchester.com](http://www.barchester.com)

Date of inspection visit:  
30 March 2021

Date of publication:  
16 April 2021

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Ottley House is a care home and provides nursing or personal care to a maximum of 72 people, older adults and people living with dementia. At the time of our visit 67 people lived at the home.

We found the following examples of good practice.

- On arrival at the home there were clear instructions for all visitors to follow. This included hand sanitising and the use of face masks. Additionally, visitors completed a rapid Covid-19 test and had their temperature checked to ensure their visit could take place safely in line with current guidance.
- People were supported to maintain contact with others who were important to them in a variety of ways including a 'visiting pod'. Use of the area meant visits took place safely which reduced the risk of cross infection.
- Some furniture in communal areas had been rearranged to encourage people to socially distance.
- Staff members were emotionally supported. This included signposting staff to a confidential helpline for advice during the pandemic.
- Staff used personal protection equipment appropriately and had access to additional supplies if needed.
- An extra staff room had been created which meant staff could appropriately socially distance during their breaks.
- The registered manager and infection prevention lead monitored staff compliance with the provider's infection control policy.

## 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**

# Ottley 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.

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 30 March 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.