

Trident Reach The People Charity

Vicarage Road (A)

Inspection report

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10 November 2020

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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

Vicarage Road provides accommodation and personal care for a maximum of six people. At the time of our inspection there were six people living at the location.

We found the following examples of good practice.

When people tested positive for COVID-19 they were supported to isolate and were restricted to specific areas away from others. Additional stations for PPE were also placed outside people's bedroom doors to minimise the spread of infection.

Furniture had been removed and spread out in communal areas to promote social distancing. For example, the dining room table was changed from one large table to smaller tables with only two people allowed at each table.

The home was clean and tidy throughout. All areas were cleaned twice per day with the areas touched more often cleaned at regular intervals throughout the day and night.

People had regular contact with family through phone and video calls with staff support. Pictures and post correspondence were also utilised to maintain contact between people and their families.

Staff encouraged and supported activities such as movies, exercise sessions on the Wii and yoga to support people's wellbeing while they were unable to access the community during the government's current lockdown restrictions.

Changes had been made to staff working hours to reduce the number of days staff were working each week. This reduced the frequency of travel for staff.

Further information is in the detailed findings below.

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

Vicarage Road (A)

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 10 November 2020 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.