

Nuvo Healthcare Limited

Primrose Place

Inspection report

34 Somerset Road
Handsworth
Birmingham
West Midlands
B20 2JD

Date of inspection visit:
16 March 2021

Date of publication:
29 March 2021

Ratings

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

Overall summary

Primrose Place is a residential care home providing accommodation and personal care for up to five people. The home supports adults including people with learning disabilities, autism spectrum and sensory impairment. There were five people living at the service when we inspected.

We found the following examples of good practice.

Checks were carried out on essential visitors to the service to prevent the spread of COVID-19. Regular testing in line with government guidelines for COVID-19 took place for people and the staff team.

People were supported to maintain contact with others who were important to them in a variety of ways including zoom calls, telephone calls and letters.

Staff were wearing PPE appropriately. There were sufficient supplies of PPE located around the service and arrangements were in place for staff to safely remove and dispose of PPE.

People's observations were taken regularly to monitor for symptoms of COVID-19. This supported staff to identify if a person was displaying symptoms of infection.

People were encouraged to stay well and enjoy physical exercise including walks in the local park.

The home was kept clean with regular cleaning schedules adhered to.

Policies and procedures related to COVID-19 were up to date which supported staff to keep people safe.

The registered manager and provider communicated regularly with people, staff and relatives to make sure everyone understood the precautions being taken, and how to keep people safe.

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 finding below.

Inspected but not rated

Primrose Place

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 COVID-19 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 16 March 2021 and was announced the day before our visit.

Is the service safe?

Our findings

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

- We were assured 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 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.