

Oriel Healthcare Limited

Oriel Care Home

Inspection report

87-89 Hagley Road
Stourbridge
West Midlands
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Tel: 01384375867

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13 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

Oriel Care Home is a 'care home' which can support up to 33 people in one adapted building over two floors. On the day of the inspection there were 33 people living at the home.

We found the following examples of good practice.

Residents meetings enabled people to communicate directly to the management team and provider. Meetings were completed in a socially distanced manner and families were invited to join the meetings remotely.

The provider set up a closed social media page for staff and relatives to share pictures and communicate with relatives. People were supported to maintain contact with their family members through phone and video calls.

Activities were promoted to maintain peoples physical and mental wellbeing. The activities co-ordinator had made changes to activities in order to promote social distancing. For example, a live video call with a local theatre group production was arranged.

The provider developed a COVID19 staff survey. This provided staff with an additional way to communicate whether they felt supported and if there was anything more the management team could do to support them.

Staff wore personal protective equipment in line with government guidance and attended training on infection prevention and control to minimise the risk of infection.

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

Oriel Care 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 13 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 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.

We have also signposted the provider to resources to develop their approach.