

Methodist Homes

Charnwood House

Inspection report

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Date of inspection visit:
13 August 2020

Date of publication:
26 August 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Charnwood House is a care home registered to provide care for up to 65 people who lived with dementia. At the time of our visit 49 people lived there. Three of those people were staying at the home for a short period of time following their discharge from hospital.

We found the following examples of good practice.

- Relative visits were staggered. Ten-minute gaps between visits gave staff time to clean and sanitise visiting areas to maintain people's safety.
- A large mobile Perspex screen was used during some visits to maintain social distancing. This had reduced people's levels of anxiety as they were able to see and talk to their relatives clearly.
- Some people were cared for in bed. Staff had repositioned those people's beds, so they were able to see and talk to their visitors through their bedroom windows which reduced their social isolation during the pandemic.
- Computer tablets had been purchased to help people keep in touch with others who were important to them. Staff supported people to make video calls on a daily basis.
- Information to help people understand the pandemic including explaining why staff wore masks had been created in a variety of formats including large text on a contrasting background supported by pictures.
- The management team were proactively preparing for a possible second wave of the pandemic. Preparation included staff completing mandatory training courses ahead of scheduled dates to ensure their knowledge and skills were up to date.

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

Charnwood 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 13 August 2020 and was announced. 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.

Is the service safe?

Our findings

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 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.