

## Quality Care Home (Midlands) Limited

# Nelson House

### Inspection report

1-3 Nelson Road  
Dudley  
West Midlands  
DY1 2AG

Tel: 01384237717

Date of inspection visit:  
24 February 2022

Date of publication:  
23 March 2022

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Nelson House is a residential care home. It is registered to provide care and accommodation for up to 21 older people some living with dementia. The home is based over two floors with a lift for access to the upper floor. There were 19 people living at the home at the time of this inspection.

We found the following examples of good practice.

People were supported to keep in contact with their family members through physical visits, garden or driveway visits and regular phone calls.

The provider had made adaptations to the home to create a visiting 'Pod', with glass screen, voice intercom and separate access, which minimised the risk of the spread of infection. A bedroom had also been re-purposed to provide a dedicated 'donning and doffing' station for staff to ensure social distancing could be achieved.

Staff supported people to access healthcare appointments and arrangements were in place when people need to attend hospital and return to the home safely.

The registered manager and staff had worked closely with public health and infection control professionals to effectively manage an outbreak in January 2022.

## 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**

# Nelson 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 24 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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

- We were not assured that the provider was using PPE effectively and safely.

We observed a member of staff leaving a room where a person was isolating and entering another person's room without removing their apron. Another member of staff was observed walking along the corridor whilst removing their apron, and dropped the straps on the floor.

There was only one bin in the home designated for disposal of clinical waste, located in the ground floor shower room. We saw other bins being used to dispose of PPE, some of which had pedal mechanisms that weren't functioning correctly. In one bathroom, a household black bag had been used for clinical waste and not disposed of.

These practices increased the risk of infection transmission and were not in line with current government guidance.

- We were not assured that the provider's infection prevention and control policy was up to date.

We requested a copy of the provider's policy but this has yet to be provided. The registered manager was aware of the heightened risks of COVID-19 to Black and Minority Ethnic people and staff but had not carried out assessments to mitigate any identified risks.

The registered manager had begun to complete an Infection Control Audit following a quality visit by the local authority. However, these lacked detail and had failed to identify the concerns we had found.

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Whilst the majority of the home was visually clean, some areas of the service were worn and in a poor state of repair which would impact on the ability to maintain a clean and hygienic environment. The flooring in the sluice room, toilets and bathrooms was stained and had gaps in the sealant with the skirting board making it difficult to keep clean. In the ground floor shower enclosure, the seal in the corner had failed and was visibly dirty. There was damage to some walls around soap dispensers and areas of broken tiles around the window sill in the sluice room and below the sink in the staff toilet. There was also damage to some

skirting boards.

In the laundry, we found clean linen was stored next to a soiled linen trolley which meant there was a risk of cross contamination.

There was not a robust cleaning regime in place to include frequently touched areas. Cleaning schedules lacked detail on the frequency of cleaning and products to be used, and there was no oversight in relation to these.

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections.

Although we were asked to produce evidence of a negative LFT on arrival at the home, there was no system to record this information and the registered manager could not assure us that tests were always carried out prior to visits proceeding.

- We were somewhat assured that the provider was admitting people safely to the service.

People who had recently been admitted were isolating as per the government guidance. However, the manager was unable to provide us with evidence that two people had completed COVID-19 testing to ensure they were not testing positive.

The provider assured us they were making improvements in the home and would address our concerns immediately.

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

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

- We were assured that the provider was meeting shielding and social distancing rules.

- We were assured that the provider was accessing testing for people using the service and staff.

Visiting in care homes

- The provider's approach to visiting was in line with the current government guidance. Relatives could visit people in their individual bedrooms, in the garden or by using the separately accessed 'Pod'. The use of regular telephone calls ensured people stayed in contact with their families.

- From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.