

The Disabilities Trust

# West Heath House

## Inspection report

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Date of inspection visit:  
17 December 2020

Date of publication:  
07 January 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

West Heath House is a rehabilitation residential care home for up to 24 people who have an acquired brain injury. At the time of our inspection visit 11 people lived at the home.

We found the following examples of good practice.

- On arrival all visitors were required to complete a Covid-19 questionnaire. This was to ensure their visit took place safely in line with current guidance.
- Social activities had been adapted during the pandemic to support people's rehabilitation. For example, activities including Tai Chi took place on a one – one basis with staff instead of in a group.
- People were supported to maintain contact with people who were important to them in a variety of ways. In times of fewer restrictions risk assessments of local coffee shops had been completed in an attempt to identify 'safe places' for people to socialise with their loved ones.
- People who lived at the home had opportunities to attend meetings to gain information and updates about Covid-19. Information was available in a variety of formats and languages.
- Furniture in the dining room had been rearranged to encourage people to social distance safely at mealtimes.
- Cleaning schedules had been increased to monitor cleanliness of the environment. A specialist cleaning company were due to complete a deep clean of the environment.

## 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**

# West Heath 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 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 17 December 2020 and was announced.

## 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 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.