

Bupa Care Homes (ANS) Limited

# The Priory Care Home

## Inspection report

1 Shelly Crescent  
Monkspath  
Shirley  
West Midlands  
B90 4XA

Tel: 01217113480

Date of inspection visit:  
17 March 2021

Date of publication:  
09 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Priory Care Home provides personal and nursing care for up to 52 older people and people with physical disabilities. At the time of our inspection 42 people lived at the home.

We found the following examples of good practice.

- The providers visiting procedure was shared with visitors prior to their arrival. It outlined the expectation of visitors including the Personal Protective Equipment (PPE) they were required to wear to reduce the transmission of infection.
- When visitors arrived, they were screened for symptoms of COVID-19. This included having their temperature recorded and completing a lateral flow test to make sure their visit could take place safely. PPE was also provided to visitors.
- A visiting pod partitioned by a clear glass screen had been created so people and their visitors could spend time together in a safe environment.
- People attended monthly meetings with the clinical services manager who shared updates and gave them opportunities to ask questions about COVID-19.
- Staff were supported in a variety of ways to stay healthy and well during the pandemic. This included having access to a confidential helpline for support and advice and a 'COVID-19 fund' to support staff through any times of financial hardship.

## 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**

# The Priory 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 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 17 March 2021 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.