

Alphonsus Services Limited

Natalie House

Inspection report

14 Eachway Lane
Rednal
Birmingham
West Midlands
B45 9LG

Tel: 01214579592

Date of inspection visit:
16 March 2021

Date of publication:
22 April 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Natalie House is a care home providing accommodation and personal care for up to five people. At the time of our inspection there were five people living at the home.

We found the following examples of good practice.

A visiting policy was in place to facilitate people seeing loved ones in line with new Government guidance. Letters had been sent to friends and family to inform them of the process in place.

People were supported to use specific bathrooms in the home. This meant that people were accustomed to using separate facilities which would support self-isolation should the need arise.

Staff were wearing Personal Protective Equipment (PPE) in line with Government guidance. Training in the use of PPE had been received by the staff team during the pandemic.

Cleaning schedules were enhanced to include high touch areas and two hourly sanitisation of the home.

Care plans considered people's individual needs relating to COVID-19, such as how they could be supported with the testing program. Where people lacked capacity, plans were made in people's best interests and involved the person, their loved ones and relevant professionals. However, staff were not risk assessed to consider COVID-19 and their individual needs.

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

Natalie 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 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 16 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 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 somewhat assured that the provider's infection prevention and control policy was up to date. Staff were not risk assessed to consider COVID-19 and their individual needs.

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