

Amore Elderly Care Limited

Coundon Manor Care Home

Inspection report

1 Foster Road
Coventry
Warwickshire
CV6 3BH

Tel: 02476600860
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Date of inspection visit:
01 March 2022

Date of publication:
04 April 2022

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

Coundon Manor is a residential care home providing accommodation and personal care for up to 60 people. At the time of the inspection there were 59 people living at the home.

We found the following examples of good practice.

There were clear policies and processes in place to enable people to have family members visit them at the home. People were supported to understand the need for personal protective equipment, social distancing and how to keep safe. Staff had been trained in procedures including how to use Personal Protective Equipment, handwashing and how to minimise the risks from Covid-19. There were systems in place to ensure the home was clean and maintained. The manager was supported internally by staff and others and from external agencies to stay up to date on current guidance.

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

Coundon Manor 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures.

This was a targeted inspection looking at the IPC practices the provider has in place. We 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 01 March 2022 and was unannounced.

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 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.
- We were not assured that the provider was preventing visitors from catching and spreading infections. At the time of our visit, the provider was using a high number of agency staff to support and meet people's needs. We found the provider had not checked or assured themselves, that the agency staff provided to them, were vaccinated against COVID-19. We checked examples of agency staff profiles and found there was no evidence to support whether the staff member was vaccinated. During our visit we saw external contractors were inside the home, however they had not followed the provider's processes to sign in to keep people safe. We also found with visitors, different requirements for personal protective equipment was worn.
- People were able to spend time with their family. People had visitors come to the home and there was a process and policy in place to help keep everyone safe. This included the use of PPE, testing and a booking process.