

Broadening Choices For Older People

Robert Harvey House

Inspection report

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Ratings

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

Summary of findings

Overall summary

Robert Harvey House is a care home providing accommodation and nursing care for up to 52 people. At the time of our inspection 38 people lived at the home.

We found the following examples of good practice.

The impact of the pandemic on people's wellbeing was regularly reviewed and care plans were updated to reflect people's changing needs. For example, a review had identified a person had lost weight since their loved ones were unable to visit. Scheduled video calls during mealtimes took place to improve the person's dining experience and encourage them to eat.

The home had a visiting pod that loved ones could access from the garden. There was a booking system available and cleaning regime for the area. This meant people could enjoy visits in a safe and comfortable environment.

Staff used handheld devices to update people's care records. The devices also supported socially distanced staff handovers. This minimised the spread of infection.

Separate designated rooms were used for the two types of staff COVID-19 tests. The rooms were organised to process staff testing efficiently and safely. The rooms were ventilated and signage reminded staff about the correct use of Personal Protective Equipment (PPE) and how to sanitise the area.

The provider ensured people were assessed to be able to self-isolate before moving to the home. This minimised the risk of infection being spread as a result of people coming to the service.

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

Robert Harvey 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 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 04 February 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 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 always assured that the provider was using PPE effectively and safely. Staff in communal areas wore PPE in line with guidance. However, staff were not always wearing masks in staff areas where social distancing was possible. The registered manager has taken steps to address this.

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