

GCH (Midlands) Ltd

Manor House

Inspection report

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09 February 2021

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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

Manor House is a residential care home providing accommodation and personal care to up to 37 people. At the time of our inspection 24 people were living at the home.

We found the following examples of good practice.

A visiting pod could be accessed by loved ones without entering the home. There was a booking system available and a microphone system to aid communication. This meant people could enjoy visits in a safe and comfortable environment.

Staff completed a daily tracker record of the people they had worked closely with. This meant that in the event of COVID-19 positive cases, the home could identify who had been in recent close contact.

Staff wore Personal Protective Equipment (PPE) in line with government guidance. PPE stations and clinical waste bins were available on each floor.

People had COVID-19 risk assessments that considered self-isolation. The assessments were updated monthly when people received their COVID-19 test results.

People's observations were taken regularly to monitor for symptoms of COVID-19. This supported staff to identify if a person was displaying symptoms of infection.

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

The provider had implemented a contact policy for loved ones during the pandemic. This was updated to reflect current guidance and set out alternative arrangements for when home visits were not possible.

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

Manor 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 09 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 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.