

Dudley Metropolitan Borough Council

Tiled House

Inspection report

200 Tiled House Lane
Pensnett
West Midlands
DY5 4LE

Tel: 01384813425
Website: www.dudley.gov.uk

Date of inspection visit:
05 March 2021

Date of publication:
25 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Tiled House provides accommodation and personal care to a maximum of 48 older people. Some people lived with dementia. People are admitted for short stay rehabilitation with the goal of them returning to their own home in the community. There were 39 people living at the home at the time of our inspection.

We found the following examples of good practice.

- A pre-booked pod visiting system was to be implemented. If people were very unwell arrangements had been made for their relatives to visit them. Relatives were required to wear full Personal Protective Equipment (PPE) and take a COVID-19 test to ensure their visit could take place safely.
- Infection Prevention and Control (IPC) guidance had been followed when new people had been admitted to the home. This helped to prevent infection being brought into the home.
- Cohorting and zoning was used to reduce the number of staff and people in any one area. This helped to decrease the risk of infection transmission within the home.
- There was enough Personal Protective Equipment (PPE) available in stock and throughout the home. Staff wore PPE in line with guidance.
- COVID-19 test kits were plentiful. Staff were required to take a COVID-19 test three times a week and people were tested every 28 days. Where people or staff tested positive, they were required to self-isolate in line with current guidance.
- Changes to lounge and dining room areas had been made to allow some social distancing. The premises were adequately clean. Appropriate cleaning products were used and staff followed the provider's cleaning schedules.
- The registered manager had a good insight into dealing with any infectious outbreaks. The provider's IPC policy was updated when new government guidance had been issued.

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

Tiled 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 05 March 2021 and was announced.

Is the service safe?

Our findings

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.