

Whitelodge Alveley Limited

# Norton Grange Nursing & Residential Care Home

## Inspection report

10-12 Crabmill Lane  
Coventry  
West Midlands  
CV6 5HA

Tel: 02476684388  
Website: [www.oldfieldcare.co.uk](http://www.oldfieldcare.co.uk)

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21 February 2022

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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

Norton Grange is registered to provide accommodation and care for up to 29 older people, some of whom were living with dementia. At the time of this inspection, there were 28 people living at the service.

We found the following examples of good practice.

The service risk assessed people visiting the service, taking into account the importance of people's wellbeing, and where possible, made appropriate arrangements to support visiting to the service. The service also took advice from the local health protection team.

Staff had access to personal protective equipment (PPE) and were observed to wear this correctly.

Consideration was made of people's need to understand the reasons for restrictions of their movements during the pandemic and information was provided in different formats to enable them to do this.

Communal areas were spacious and uncluttered, which meant people could enjoy each other's company, whilst maintaining a safe social distance.

The registered manager and staff were aware of the importance of supporting people's mental wellbeing during periods of isolation. Staff supported people with regular engagement in their rooms.

The service had a robust cleaning schedule in place with well-maintained records. The home appeared clean throughout.

The service provided staff with additional lateral flow tests to reduce the risk of transmission of COVID-19 within the home.

## 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**

# Norton Grange Nursing & Residential 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also 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 21 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

# 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 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.

### Visiting in care homes

- The provider was complying with current government guidance regarding visiting arrangements. There was a separate visiting area for family members to use on a booking basis which was well ventilated and cleaned following each visit. Visiting in people's individual bedrooms and regular telephone or video calls were all encouraged by the provider.