

Coverage Care Services Limited

Innage Grange

Inspection report

Innage Lane
Bridgnorth
Shropshire
WV16 4HN

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01 April 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

Innage Grange is a care home and provides nursing or personal care to a maximum of 83 people including older adults and people living with dementia. At the time of our visit 78 people lived at the home.

We found the following examples of good practice.

- On arrival at the home there were clear instructions for all visitors to follow. This included the issuing of personal protection equipment, a health declaration and temperature check to ensure people were safe.
- People were supported to maintain contact with others who were important to them in a variety of ways including a designated visiting area. Use of the area meant visits took place safely which reduced the risk of cross infection.
- Staff members were emotionally supported. This included signposting staff to a confidential helpline for advice during the pandemic.
- Staff used personal protection equipment appropriately and had access to additional supplies if needed.
- Extra areas for staff had been created which meant they could appropriately socially distance during their breaks.
- The registered manager and infection prevention leads monitored staff compliance with the provider's infection control policy.
- The provider completed regular compliance checks at Innage Grange to ensure they were adhering to current infection prevention and control guidance and best practice.

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

Innage Grange

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 1 April 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.