

Anchor Hanover Group

Madeleine House

Inspection report

60 Manor Road
Stechford
Birmingham
West Midlands
B33 8EJ

Tel: 01217861479
Website: www.anchor.org.uk

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23 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

Madeleine House is a care home and provides accommodation and personal care for up to 41 older people, including people living with dementia. At the time of our visit 37 people lived at the home.

We found the following examples of good practice.

- Visitors were screened for symptoms of Covid-19 and were required to complete a lateral flow test on their arrival to ensure their visit could take place safely in line with current guidance.
- People had been supported to maintain contact with people who were important to them. Virtual family meetings and a virtual Christmas carol concert had taken place.
- A Perspex screen was used during some visits. Use of the screen meant people could meet with their visitors in a safe and comfortable environment.
- Staff wore their PPE correctly, but this made some people feel anxious because they were unable to recognise the staff who were caring for them. Staff wore a photograph of themselves on a lanyard around their necks which reminded people who they were. This had a positive impact people on people's wellbeing.
- People had been involved in creating a 'video tour' of their home. The video had been shared with potential new admissions to help them decide if the home was the right place for them to live.
- Staff including housekeepers worked in specific areas of the home which reduced the risk of cross infection. They spoke positively about using 'walkie talkies' to effectively communicate with each other and share information.
- Cleaning schedules had been increased to monitor cleanliness of the environment. A 'fogger' cleaning machine had been purchased and was used to complete deep cleans of the environment. Use of the machine meant areas that were difficult to clean by other techniques were sanitised.

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

Madeleine 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 23 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.

Inspected but not rated