

Norton Lodge Care Homes Limited

# Norton Lodge Care Home Ltd

## Inspection report

142 Norton Road  
Stourbridge  
West Midlands  
DY8 2TA

Tel: 01384376666

Date of inspection visit:  
18 March 2021

Date of publication:  
28 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Norton Lodge is registered to provide accommodation and personal care for up to 18 older people, some with a physical disability. At the time of our inspection 17 people were using the service.

We found the following examples of good practice.

The provider was following best practice guidelines in ensuring visitors to the home did not introduce or spread COVID-19. There were clear instructions on display to advise visitors on how to use Personal Protective Equipment (PPE). All visitors were escorted by staff whilst inside the home to ensure strict guidelines were adhered to.

Staff were adhering to Personal Protective Equipment (PPE) guidelines and extra PPE locations had been set up in each person's room. Where social distancing could not be maintained, staff took extra precautions through the use of PPE and handwashing to minimise the spread of infection.

The provider had ensured that all staff had received a personal COVID-19 risk assessment and conversations about their wellbeing were held regularly.

Infection control exercises were carried out to remind staff of the processes they had to follow. The outcome of the exercises were discussed in staff meetings.

## 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 Lodge Care Home Ltd

## **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 18 March 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.