

Embec Care Limited

# Shenstone Hall

## Inspection report

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17 November 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

### About the service

Shenstone Hall is a residential care home providing care for up to 25 older people some of whom are living with dementia. At the time of the inspection there were 20 people living at the service.

We found the following examples of good practice.

### People's experience of using this service and what we found

People were supported by trained staff and in line with government COVID-19 guidance. People were supported to keep in touch with those important to them by staff in a variety of ways including video calls, emails and visits to the home. People were supported to have regular visitors within a purpose built visitors pod which was subject to enhanced cleaning.

Staff supported people to maintain their wellbeing where they were unable to have entertainment into the home by hosting the entertainment themselves. Staff were supported to remain well through the pandemic by regular calls and the registered managers having an open door policy. The registered managers involved people and those important to them in changes within the home. For example, people and those important to them were asked for feedback and direct changes were made to the home's policies as a result of their views.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## 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**

# Shenstone Hall

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 17 November 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.