

HC-One Limited

Roxburgh House (West Midlands)

Inspection report

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18 January 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

Roxburgh House (West Midlands) is a residential home that is registered to provide care and accommodation for a maximum of 44 people who do not require nursing care. The home has a mix of residents, some with dementia. At the time of the inspection 33 people were living at the service.

We found the following examples of good practice.

Roxburgh House (West Midlands) ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the home. This included comprehensive checks for visitors on arrival.

The service was booking visitors in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors. A designated room was in place for visits to take place and access to this area was through a separate exit, to minimise contact with staff and residents.

The home managed risk in relation to infection well, where people were unable to social distance regular observation checks were recorded and increased touchpoint cleaning was undertaken.

Roxburgh House (West Midlands) had comprehensive procedures in place to ensure people were received safely into the service in accordance with national guidance. The home supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as video calls with friends and loved ones.

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 in the detailed findings below.

Inspected but not rated

Roxburgh House (West Midlands)

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 Tuesday 18 January 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.