

Rheola Healthcare Limited

Rheola Care Home

Inspection report

Broad Leas
St Ives
Cambridgeshire
PE27 5PU

Tel: 01480375163

Date of inspection visit:
20 January 2021

Date of publication:
12 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Rheola Care Home is a residential care home that provides personal care for up to 34 older people.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. People entering the building had their temperature taken, completed a health questionnaire, washed their hands and wore full personal protective equipment (PPE).

As relatives and friends were unable to visit residents at the time of this inspection, care home staff were supporting residents to stay in touch with the people who are important to them in different ways, including daily face to face calls, window visits and sending cards and photos to loved ones.

The building was clean and free from clutter. The cleaning schedule was updated at the beginning of the COVID-19 pandemic. This now included high frequency touch point cleaning, where all regularly touched areas, such as light switches and door handles, were disinfected.

To minimise the risk of cross infection, smaller units had been formed. Wherever possible, staff worked only in one unit and staff handovers were undertaken at unit level. Staff breaktimes had been staggered to ensure that only two staff members used the staff room and could do so in a socially distanced manner at any one time.

Staff worked hard to reduce the risk of incoming infection to the home, including regular COVID-19 testing for all staff members. To date no residents in Rheola Care Home have tested positive for COVID-19. Where residents needed to isolate themselves, measures were in place to ensure that this could be undertaken safely for the individual resident, other residents and staff.

Staff told us that they were motivated to do their best to protect the health and wellbeing of residents. They confirmed that the managerial team were supportive and caring and that any staff who needed to shield or who tested positive for COVID-19 were treated well and that their emotional, healthcare and financial needs were met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Findings are recorded below.

Rheola Care Home

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 20 January 2021 and was announced.

Is the service safe?

Our findings

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.