

Prestige International EC Limited

Ridgewell House

Inspection report

95 Dulwich Road
Holland-on-Sea
Clacton On Sea
Essex
CO15 5LZ

Tel: 01255815633
Website: www.ridgewellhouse.co.uk

Date of inspection visit:
17 February 2022

Date of publication:
09 March 2022

Ratings

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

Summary of findings

Overall summary

Ridgewell House is a residential care home for 16 people, some of whom may be living with dementia. On the day of our inspection, 11 people were using the service.

We found the following examples of good practice.

The registered manager followed government guidance on COVID-19 testing for people who lived at the service and the staff team. This was reviewed as government guidance was amended.

The service was booking visitors in at a time that suited people and this was spaced out to help avoid potential infection transmission with other visitors. This included where people were at the end of their life.

The service had taken appropriate measures to screen visitors including temperature checks, a questionnaire, the wearing of Personal Protective Equipment (PPE) and rapid testing to keep infection risks to a minimum.

People were admitted to the service safely from both hospital and their own home. Their COVID-19 status was determined prior to admittance, and they self-isolated in-line with government guidance.

The staff team had received training relating to COVID-19, infection prevention and control and the correct use of PPE.

The staff team were observed using infection prevention practices, which included wearing masks, gloves and aprons when appropriate.

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

Further information is in the detailed findings below.

Ridgewell 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 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 17 February 2022 and was unannounced.

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. Workforce challenges in the event of staff members testing positive for COVID-19 were met by using the existing staff team to undertake additional shifts. When required, agency staff were used.

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. There was not an effective system for infection prevention and control. Areas of the premises and some equipment were not clean. Mattresses were used as crash mats in a number of bedrooms, one of these was noted to be split on the side seam and dirty. This was raised with a senior member of staff who told us that some new crash mats had been ordered, but not yet been received. There was a cleaning schedule in place and the provider had recognised that they needed an additional domestic staff member who was due to start.
- 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 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Visiting in care homes

People were supported to have visitors, and visits were safely facilitated. For example, visitors entered via a side door and were screened and visited people in their own rooms. Visits were undertaken in line with current government guidance.

We have also signposted the provider to resources to develop their approach.

