

RMP Care Limited

# The Cottage

## Inspection report

20 Oulton Road  
Stone  
Staffordshire  
ST15 8DZ

Tel: 01785811918  
Website: [www.rmpcare.co.uk](http://www.rmpcare.co.uk)

Date of inspection visit:  
28 April 2021

Date of publication:  
19 May 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

The Cottage is a 'care home' that provides accommodation and personal care for up to six people who may have learning disabilities and/or autism. At the time of the inspection there were six people using the service.

We found the following examples of good practice.

- The registered manager and senior staff had taken a proactive approach towards risk management during the pandemic. Risks of infection had been carefully assessed and balanced against the risk of isolation to people's wellbeing. Advice from local infection prevention teams had been sought to ensure people were protected from the risk of infection while being supported to maintain their wellbeing.
- Creative approaches had been developed to support people's daily living activities that may otherwise have been curtailed by social restrictions. This included a temporary shop being set up at the provider's office, so people could make their own purchases with minimal risk. Staff had also developed virtual events, including a pub quiz night and cook along evenings where people were supported to make meals and try new foods.
- Enhanced monitoring had been introduced to ensure oversight of increased cleaning and infection control practices. IT systems had been developed to enable remote monitoring of touch point cleaning so that assurance visits to the home were not required. This reduced the risk of infection.
- Contingency plans were in place should there be an outbreak, which offered staff clear guidance about the action they should take. The registered manager, with support from the deputy manager had developed strategic plans to manage the risk of cross infection and reduce the potential risk to people. Easy read information had also been developed to support people's understanding of social distancing and the necessary changes to daily life.
- People had been supported proactively by staff to maintain contact with their families and friends. This included video calling, outside visits as well as sharing photographs of social activities on a closed Facebook group and via emails. Feedback from relatives as well as professionals had also been encouraged to support people to offer their views on the service using links in emails and through social media.

## 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**

# The Cottage

## **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 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 28 April 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.