

Innocare Limited

Riverslie

Inspection report

79 Crosby Road South
Waterloo
Liverpool
Merseyside
L21 1EW

Tel: 01519283243
Website: www.innocare.co.uk

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26 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

Riverslie is a residential care home providing personal and nursing care to 24 people aged 65 and over at the time of the inspection. The service can support up to 30 people.

We found the following examples of good practice.

The provider had safe arrangements for booking visitors to avoid the risk of infection transmission with other visitors. A monthly newsletter was sent to people's relatives to keep them informed of visiting arrangements.

People at extreme risk and those that were isolating were supported in a manner to suit their needs. The registered manager had made changes to the deployment of staff to reduce their movement across the different areas of the home to promote better infection prevention and control.

The registered manager had appointed an infection prevention and control champion to complete regular checks on cleanliness and to ensure there were sufficient supplies of personal protective equipment (PPE) available to staff.

People and staff were tested regularly for COVID-19.

A dedicated social media channel was set up to support staff with queries relating to COVID-19.

The provider had systems in place to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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

Riverslie

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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 26 January 2022 and was announced. We gave the service three 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.
 - The provider was facilitating visits for people living in the home in accordance with the current guidance. The registered manager sent a monthly newsletter to ensure relatives were informed of the visiting arrangements.
- 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.