

RMP Care Limited

# R M P Care - 20 Oulton Road

## Inspection report

20 Oulton Road  
Stone  
Staffordshire  
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Date of inspection visit:  
22 April 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

20 Oulton Road is a 'care home' that accommodates up to five people who may have learning disabilities and/or autism. At the time of the inspection there were five people using the service.

We found the following examples of good practice.

- Staff at the service had been nominated for awards within the sector for their commitment and hard work during the pandemic. Staff felt valued and their contribution had been recognised and rewarded in a variety of ways by the registered manager and provider.
- The service had robust contingency plans in place which included training contingency staff to a nationally recognised standard, in case they should be required in the event of an infection outbreak.
- Creative ways to keep people occupied had been implemented. For example; one person had been supported to host a virtual bingo night for their friends and another person had virtual date nights, enabling valuable contact with their partner. Staff also arranged a weekly cook along session which enabled people in the service and in other households to get together virtually, participating in cooking and trying new foods.
- People were supported to maintain contact with their family and friends in a variety of ways including socially distanced doorstep visits, internet 'get togethers' and video calls. This had a positive impact on people's wellbeing.
- The service used technology to implement new policies and procedures relating to infection prevention and control that also limited the need for physical visits into the service by external parties. For example, electronic tablets were purchased so staff could complete audits and touch point cleaning schedules online and these could then be checked and verified by the registered manager and provider to allow oversight and increased governance.
- Feedback was continually sought from family carers about how the service was supporting people during the pandemic, in order to gather people's views, identify any areas for improvement and make changes when required. We saw continually positive feedback had been received about how staff had supported people during the pandemic, going above and beyond to ensure people could continue to enjoy and participate in everyday life despite their usual routines being disrupted.
- The provider had introduced a new mandatory training module specific to COVID-19 and how to manage infection prevention and control practices, personal protective equipment (PPE) and keep people safe. Existing training modules had been reviewed and updated, for example; to include updated hand washing guidance.

## 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**

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## **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 22 April 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.