

# Primus Healthcare Limited

# Rykneld View

## Inspection report

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18 February 2021

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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

Rykneld Nursing Home is a care home that provides accommodation and nursing and personal care for up to 31 people. At the time our inspection there were 16 people living at the service.

We found the following examples of good practice.

- There were clear signs at the entrance to identify the home was closed to routine visitors.
- There was a sign-in book and temperature check for visiting healthcare professionals and personal protective equipment (PPE) was available in reception.
- Staff checked in at reception and then had a dedicated room for COVID-19 testing and for applying PPE. Staff had breaks at intervals to maintain social distancing.
- Staff had trolleys available in corridors for fresh equipment, PPE and cleaning materials. People's rooms had clinical bins for the disposal of used PPE in order to minimise the risk of cross infection.
- Prior to the outbreak, staff and people living at the service were on a testing regime to identify the signs of COVID-19.
- There were signs around the service to help staff identify COVID-19 symptoms, handwashing procedures and PPE guidance to ensure current guidance was followed.
- During the outbreak people were isolated in their rooms and staff were allocated to work in certain areas to support the same people as much as possible.
- A large number of staff were affected by COVID-19 so agency staff were used for a few weeks to maintain staffing levels and other external agencies offered support to the service.
- The service had large communal spaces and garden areas. The manager told us they were making plans for families to visit using screens and the garden space as soon as possible.
- People were kept in touch with families using social media and phone calls. The service shared a newsletter with families about events at the service.
- Domestic staff had cleaning schedules in place and were performing additional cleaning of frequent touch areas. Laundry facilities were well organised to prevent cross infection.
- Staff had received training in infection control, use of PPE, handwashing and COVID-19 to ensure they were up to date with current guidance.
- The manager told us that staff at the service had worked together to support people during the outbreak and the support from other agencies had been amazing during a very difficult time.

## 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**

# Rykneld View

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 18 February 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. However, we recommended that the manager uses the COVID-19 testing room for visitors on arrival. The manager agreed to look at this immediately.
- 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 have suggested that the manager reviews the sluice area of the home and follows any recommendations from the infection control team, which they agreed to do.
- 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 have also signposted the provider to resources to develop their approach.