

Riva Limited

Alexandra Rose Residential Care Home

Inspection report

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Date of inspection visit:
24 March 2022

Date of publication:
05 April 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Alexandra Rose Care Home provides care and accommodation for up to 32 people, some of whom live with dementia. Accommodated is provided in an extended residential building providing spacious communal areas and access to enclosed rear gardens.

We found the following examples of good practice.

There was a procedure in place to welcome visitors to the home, personal protective equipment [PPE] was available and there was a hand basin for washing at the entrance. Visitors were asked to show they had completed a COVID -19 lateral flow test, complete a short health questionnaire and have their temperatures taken before entry.

The registered manager had recently updated their visiting policy and risk assessments so that people could receive their visitors within their own rooms, in line with government guidance.

The service was very clean and employed a high level of domestic staff to ensure infection control risks were managed safely. Regular cleaning schedules and audits were monitored and demonstrated they were effective.

The registered manager ensured the most up to date information on infection control risks and processes were available for staff and visitors and staff completed IPC training and specific Covid training.

Staff wore personal protective equipment [PPE] in line with government guidance and there were PPE stations around the service, ensuring staff had access to and changed their PPE regularly.

People and their relatives told us they felt safe, were comfortable with staff and visitors wearing masks and understood it was to prevent the spreading of infection. People were encouraged to socially distance, whilst being mindful of the need for a homely environment.

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

Alexandra Rose Residential Care Home

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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures and visiting arrangement 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 24 March 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

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.

Visiting

- People were supported to see their relatives. The provider had processes in place to ensure people had safe visits with their relatives and friends. However, we had received concerns that these visits were not in accordance with the current government guidance.
- We discussed this with the registered manager who told us they had recently updated their visiting policy to be in line with the latest government guidance. People were supported to have visitors within the service, as long as they followed the infection control measures required to reduce risks to people. The registered manager assured us they would share information with staff, people and their visitors so they all understood they could now visit within people's rooms. Following our inspection, we saw evidence that confirmed this had taken place.
- We sought feedback from people and their relatives who all confirmed they could now visit within the service. Comments included, "It was my birthday [recently]. We had a tea party and hats for everyone. This time it [the visit] was in my room", "My [relative] visits twice a week and they are allowed to come into the bedroom. They had to have a [Covid] test" and "Yes, we can go up and be in [person's] room, I will still wear

a mask and still have to have a test."