

HC-One Oval Limited

Ridgeway Lodge Care Home

Inspection report

Brandreth Avenue
Dunstable
Bedfordshire
LU5 4RE

Tel: 01582667832

Date of inspection visit:
21 August 2020

Date of publication:
11 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ridgeway Lodge Care Home is a 'care home' providing accommodation, nursing and personal care. It is registered to provide a service for up to 61 people.

We found the following examples of good practice.

- The service was receiving professional visitors to the service with robust infection control procedures in place. Visitors were provided with a designated preparation area on arrival in which they were provided with guidance, personal protective equipment (PPE) and a health screening questionnaire was completed. Each visitor also had their temperatures checked by staff on arrival.
- The service had taken steps to alleviate feelings of loneliness or isolation being experienced by people. The service had a 'Wellbeing Lead' who was involved in developing activities for people and supporting telephone and video calls to their relatives and friends. The registered manager and deputy manager also told us of other actions the Wellbeing lead had taken to boost morale of people and staff; such a visit by the local fire service on a 'Clap for Carers' Thursday and the sharing of uniform/linen bags and small gifts for staff which had been donated by members of the community.
- The provider had developed a robust package of policies, procedures and guidance for locations which the registered manager had successfully implemented at the location.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Ridgeway Lodge 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 21 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.