

Harbour Rise Limited

Harbour Rise Rest Home

Inspection report

18 Roundham Road
Paignton
Devon
TQ4 6DN

Tel: 01803551834

Website: www.harbourrise.co.uk

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23 October 2020

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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

Harbour Rise Rest Home is a residential care home that provides accommodation and personal care for up to 44 older people some of whom may be living with a dementia or have a physical frailty. At the time of the inspection there were 40 people living at the home.

We found the following examples of good practice.

Personal protective equipment was readily available to staff and all staff were following the latest guidance. Where possible staff maintained social distance from people.

The provider ensured staff received appropriate training to help prevent the spread of infection. All staff had received training on infection control and the use of PPE.

The provider had appropriate arrangements to test people and staff for COVID- 19 and was following government guidance on testing.

There was a regular schedule of cleaning and we noted the premises were clean, well-aired and smelt fresh. The provider had recently purchased a 'fogger' cleaning machine in order to complete deep cleans of the environment. Use of the machine meant areas that were difficult to clean by other techniques, would be thoroughly sanitised.

Staff focused on maintaining a safe environment for people whilst keeping life as normal as possible. The provider arranged entertainment and activities in a safe way, such as, music in the garden, in order to promote wellbeing.

People who preferred to spend their time in communal areas, were supported to do so whilst maintaining social distancing.

The provider had appropriate arrangements for visiting to help prevent the spread of infection. Visitors had their temperature checked, were asked to sanitise their hands and wear a mask.

The provider had created a 'visiting pod' to ensure people could receive their visitors comfortably and safely. A large Perspex screen was used in the 'pod' to separate the area whilst allowing people to see and talk to their relatives clearly. This helped to keep people safe, reduce people's levels of anxiety and maintain social distancing.

For people not receiving visitors, staff helped people to stay in touch with family and friends through phone and video calls.

The registered manager and provider were communicating with people, staff and family members regularly

to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

The provider had developed policies and procedures to promote and maintain safe infection control procedures at the service. The management team kept up to date with all guidance and this was disseminated to staff.

The provider had detailed contingency plans in place for any outbreak or suspected outbreak of COVID-19 and had plans in place should people need to isolate. Staff knew about these plans and what action they needed to take in the event of an outbreak or if they needed to isolate themselves or a person living at the service.

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 have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

Harbour Rise Rest 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.

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.

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.

This inspection took place on 23 October 2020 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.
- 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's infection prevention and control policy was up to date.