

HC-One Limited

Roby House Care Centre

Inspection report

Tarbock Road
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Date of inspection visit:
10 November 2021

Date of publication:
13 December 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Roby House Care Home provides accommodation, personal and nursing care for up to 55 people in one adapted building over two floors with lift access to the upper floor. At the time of our inspection 52 people were living at the service.

We found the following examples of good practice

Records showed that staff were not always following current guidance in relation to COVID-19 testing. Whilst we were assured that staff were accessing regular PCR tests in line with guidance, records relating to lateral flow tests showed staff were either not accessing or providing confirmation of test results. This was discussed with the registered manager who acknowledged this was an issue and was working to address it.

Whilst the home and equipment used by people appeared clean and hygienic, cleaning schedules were not always completed by staff. This meant it was difficult to establish which areas had been cleaned and when. This was discussed with the registered manager who told us they were in the process of addressing recording issues with staff.

The service followed safe visiting procedures to minimise the spread of infection and people were supported to maintain regular contact with family and friends.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to. Where social distancing was not possible due to the level of care required, staff followed correct guidance in the use of PPE.

Safe procedures were in place for admitting people into the service. Staff ensured people newly admitted were given additional support to maintain their health and wellbeing.

There was a good stock of the right standard of PPE and staff used and disposed of it correctly. The registered manager and provider shared infection prevention and control (IPC) guidance, updates and good practice across the staff team. Current IPC and PPE procedures were clearly visible across the service.

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

Roby House Care Centre

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 infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider had in place.

This inspection took place on 10 November 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was accessing testing for people using the service and staff. Records showed that not all staff were accessing or providing confirmation in relation to regular lateral flow testing in line with current guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Whilst the home appeared clean and hygienic, cleaning schedules were not always completed to show what tasks had been completed.
- 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 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.