

Rosedale House Residential Care Home Limited

Rosedale House

Inspection report

163 West Town Lane
Bristol
Avon
BS14 9EA

Tel: 01179714991

Date of inspection visit:
09 February 2021

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17 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Rosedale House provides accommodation and personal care for up to 27 people. The home is over several floors, there is a dining room, lounge, conservatory, office and an entrance hall. At the time of the inspection there were 18 people living at the home.

People's experience of using this service and what we found

We observed staff and the deputy manager wore PPE in accordance with guidance. We received information of concern prior to the inspection that the management team did not always wear masks whilst sat in the office. We spoke to the registered manager during feedback about the importance of wearing masks whilst sat in the office with others.

We found the following examples of good practice.

The home had designated entrance with posters displayed which explained the safety procedures in place. At the time of our inspection due to the outbreak of COVID-19 the only visitors to the home were professionals. They were asked to adhere to the home's infection control procedures. Temperature checks were being undertaken.

People were able to communicate with loved ones by phone, and video call.

Increased cleaning of the home was taking place. This included regular cleaning of high touch areas such as door handles and light switches and deep cleaning of communal rooms and chairs.

The home had an adequate supply of personal protective equipment (PPE) to meet current and future demand. Staff were using this correctly and in accordance with current guidance. Staff had received training in relation to Covid-19 which included, infection control and use and donning and doffing of PPE.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rosedale House on our website at www.cqc.org.uk

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

Rosedale House

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 has in place.

This inspection took place on 09 February 2021 and was unannounced.

Is the service safe?

Our findings

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 rules.
- We were assured that the provider was admitting people safely to the service.
- 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 social distancing rules were being adhered to.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was using PPE effectively and safely. We spoke to the registered manager during feedback. This was about the need to ensure the management team wear face masks in accordance to guidance when sat in the office with others. The registered manager and deputy manager had been observed by professionals not wearing masks or within a safe distance from each other.

We have also signposted the provider to resources to develop their approach.