

Miss Claire Louise Light

# Riverview Care Home

## Inspection report

Throop Road  
Bournemouth  
Dorset  
BH8 0DG

Tel: 01202516411

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12 March 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Riverview is a care home registered to provide accommodation and personal care for up to six people diagnosed with learning disabilities. At the time of the inspection there were five people living at the home. People living at the service have their own bedrooms. People have access to a communal kitchen, two lounges and a dining area. There is a level access secure garden.

We found the following examples of good practice.

People, staff and visitors to Riverview Care Home were protected from the risks of infection as policies, systems and staff practices reflected national best practice guidance. Staff had received infection prevention and control training and training on using PPE safely. The provider completed spot checks to ensure staff were following IPC processes safely. The provider told us that staff felt confident and competent in managing infection prevention and control. A member of staff commented on the provider saying they had, "kept all the residents and staff safe. They have done an absolutely wonderful job."

People living at the service had been supported to understand the virus, national guidance and how to keep themselves and other people safe. Learning for people met their individual needs including pictorial, video and audio to ensure they were able to engage and understand about coronavirus and keeping safe. People had been supported to understand and become accustomed to staff wearing additional PPE. Staff supported people to learn about effective hand washing and provided continual reminders about social distancing. One person needed to attend a hospital. When they returned home, staff supported them to learn how to wear a mask in communal areas to protect other people from the risk of infection. The provider and the person told us how proud they were that they had been able to achieve this. The service was working within the principles of the Mental Capacity Act 2005 in relation to all Covid-19 processes.

People and staff were tested regularly in line with government guidelines. At the time of the inspection people and staff were free from Covid-19 and there had been no cases of Covid-19 at the service throughout the pandemic.

Robust visiting measures had maintained people's safety and ensured their family relationships were not affected. There were three regular visitors and they had agreed to become part of the home's bubble and underwent weekly testing. They also undertook a rapid Covid-19 test before entering the home, answered screening questions and had a temperature check. Plentiful supplies of PPE for visitors, hand sanitiser and guidance posters further promoted people's safety. Drive-through visits were person centred and these and garden visits took place throughout the summer and into the autumn. The provider had purchased insulated outdoor clothing for people to ensure they remained warm and able to enjoy spending time with their family member in the garden.

People made regular phone calls and video calls to their loved ones. The creation of social media closed groups, with people's consent, ensured family and friends were kept up to date and continued to feel part of

their family member's life.

A detailed analysis of safe places people could visit included walks in the countryside, visits to the sea and going to feed the ducks or getting a takeaway milkshake from a local farm café. The provider and staff had also worked with people to design a programme of activities within the home to ensure people could continue to do the things they enjoyed. Some of these recreated external activities such as 'The big night in' disco. The provider said, "There is always something to look forward to."

The home was making a 'pandemic documentary'. This innovative initiative was originally started to ensure people didn't, as the provider described it, "lose a year of their lives". However, whilst people were living different lives during the pandemic, the thoughtful approach and engagement with people meant that the documentary had become a record of how the service had been able to innovate and grow in a very different direction because of the pandemic. The provider told us, "We have tried to make something really positive, about something so negative ."

The home was visibly clean, uncluttered and well ventilated. There were robust cleaning schedules in place. Cleaning products used were in line with government guidance and there was a plentiful supply of hand sanitiser throughout the home. Regular audits also ensured the premises were kept safe from the risk of infection through cross contamination.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

The service was safe.

Further information is in the detailed findings below.

Inspected but not rated

# Riverview 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.

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

This inspection took place on 12 March 2021 and was announced.

# 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 admitting people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.
- We were assured that the provider's infection prevention and control policy was up to date.