

Reach Care Services Limited

Reach Care Services - Arden House

Inspection report

19-23 Shakespeare Road
Bedford
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Date of inspection visit:
16 February 2021

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26 February 2021

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

Arden House is a three storey 'care home' providing accommodation, and personal care. It is registered to provide a service for up to 25 people. The service was supporting 17 people at the time of the visit.

We found the following examples of good practice.

- There were various processes in place to support safe visiting. These included a purpose-built screened pod which could be booked in advance. All visitors to the home were required to complete a health questionnaire, a COVID-19 lateral flow test and have their temperature taken.
- Staff wore personal protection equipment (PPE) including a face mask, apron and gloves and these items were also available for visitors to wear during all visits. Time was scheduled between each visit to allow for cleaning of the screening pod and visiting area. Window visits, use of computer tablets, video calls and telephone calls were also promoted to support people's well-being.
- Seating in the communal areas had been placed with consideration of spacing between chairs to promote social distancing.
- Internal training had been provided to staff including how to wear and how to put on and take off PPE safely. The registered manager also completed competency checks of staff ensuring they demonstrated safe practise and use of equipment whilst at work.
- New admissions and those who attended external appointments were asked to isolate for 14 days in their room as a precautionary measure.

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

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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 16 February 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks. We also asked the provider to send us infection prevention and control policies and audit findings.

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.