

# Caring Homes Healthcare Group Limited

# Riverside Place

## Inspection report

Plaxton Way  
Ware  
SG12 7FB

Tel: 08082084570  
Website: [www.caringhomes.org](http://www.caringhomes.org)

Date of inspection visit:  
26 August 2020

Date of publication:  
29 September 2020

## 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

Riverside Place is a residential care home providing personal and nursing care to 23 people aged 65 and over at the time of the inspection. The service can support up to 72 people.

Riverside Place is a purpose-built care home. It offers accommodation over three floors.

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

There were measures in place to ensure people were safe. Staff carried out hourly checks for people if they were in their bedrooms. Checks were increased in frequency, if needed, for people who were identified as high risk of falls and if they were unable to summon assistance when they needed it. When people were in communal areas staff were present to ensure people got the assistance when needed.

The provider had implemented robust infection control measures in the home. Staff were wearing appropriate personal protective equipment (PPE) in the home and washed their hands regularly. Visitors at the home were received by a receptionist, who checked their temperature and oxygen level and provided them with the required PPE, before entering the home. Visitors were required to complete a health care questionnaire with contact details so that they could be alerted in case of an outbreak.

There were policies and procedures in the home to minimise the spread of infections.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 07 November 2019).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

### Why we inspected

The inspection was prompted by a notification of a specific incident. Following which a person using the service sustained a serious injury and died. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

We found no evidence during this inspection that people were at risk of harm from this concern.

CQC have introduced targeted inspections to follow up on enforcement notices or breaches or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Riverside Place on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

The rating for this service remains unchanged. We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection.

This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Riverside Place

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check on a specific concern following a notification of a specific incident. We looked at how people could summon help when needed and if staff regularly checked on people who were unable to use their call bell to summon assistance.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection prevention and control in care homes.

#### Inspection team

This inspection was undertaken by two inspectors, one of whom completed a site visit to Riverside Place on 26 August 2020. One inspector facilitated the inspection remotely and talked to the provider.

#### Service and service type

Riverside Place is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager who was not registered with the Care Quality Commission at the time of the inspection. The registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider had not been asked to complete a recent provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all this information to plan our inspection.

#### During the inspection

We observed staff supporting people and spent time looking at the cleanliness and infection control practices in the home. We reviewed records relating to the care and support of nine people who used the service. We looked infection control procedures, admission protocols and training staff received about wearing Personal Protective Equipment. We spoke with a representative of the provider's senior management team and we gathered views of three staff members by phone.

#### After the inspection

We reviewed further evidence sent to us by the manager to validate our findings.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns after we received a notification of a specific incident. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People had risk assessments in place if they were unable to use their call bell to ask for assistance when needed. Measures were implemented by the manager and the provider to ensure staff carried out safety checks. The frequency of these checks was established by considering the level of risk to people. One staff member said, "We check on people every hour unless it is assessed otherwise. For example, people at high risk of falls we may check every half hour or if they receive end of life care every 15 minutes."
- The electronic care planning system alerted the manager in case staff missed their allocated safety checks. One staff member said, "The system is good as it registers us going into the bedrooms and how long we stay. We also need to record what we have done whilst doing the checks. If we don't the system will flag the tasks not done."
- We observed some people sitting in their bedroom had a pendant around their neck so that they could alert staff any time they needed support.
- Staff told us, when people were in the communal areas, one staff member was always present to ensure people were safe.

### Staffing and recruitment

- Staff told us there were enough staff to meet people's needs safely. One staff member said, "We have enough staff. We are allocated the residents we are responsible for at handover and this means that we will support them with personal care but also we carry out regular checks."
- Rotas were planned in advance to ensure any vacancies or annual leave could be covered and the home was not under staffed.

### Preventing and controlling 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.