

Hamilton House Medical Limited

The Cookham Riverside

Inspection report

Berries Road
Cookham
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18 August 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Cookham Riverside is a nursing home which provides nursing and personal care for up to 35 older people. Thirty one people were living at the service at the time of our visit.

We found the following examples of good practice.

A new admission took place the day before our visit. The person had been tested for Covid-19 (negative result) before they came in. They were being cared for in their room for 14 days.

Visitors could see their family and friends in a safe way. Visitors could book face to face time to see people in the garden. Hand gel, face masks and a plastic screen were in place to protect people from the risk of infection. Staff also facilitated contact via social media, for those family or friends who could not visit the home.

Laundry was well organised. Contaminated items were placed directly into bags by care workers. These bags went straight into the washing machine, removing the need for laundry workers to handle the items. The building was kept clean, with regular disinfection of high-touch areas, such as grab rails and light switches.

All service users and staff were tested for coronavirus at the end of June, with no evidence of infection. The registered manager had signed up for further testing kits; these would not be available until September due to a national shortage. The risks to the health and safety of staff working during the pandemic had been assessed, to ensure they were kept safe.

Staff had received training on infection prevention from the Clinical Commissioning Group. There were good stocks of personal protective items (PPE) on the premises.

Adjustments had been made to the numbers of people who could be in shared areas at any one time and maintain social distancing. For example, the dining room and lounge. Staff handover was also taking place in a different area to usual, to enable workers to keep apart.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following some safe infection prevention and control procedures. More could be done to improve practice to keep people safe.

Inspected but not rated

The Cookham Riverside

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.

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

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review, which is seeking to identify examples of good practice in infection prevention and control.

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 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's infection prevention and control policy was up to date.

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