

Ravenscroft Rest Home Limited

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Inspection report

Liverpool Road
Longton
Preston
Lancashire
PR4 5HA

Tel: 01772614516

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28 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

Ravenscroft Rest Home Limited is registered to provide accommodation and personal care for up to 34 older adults who require support with their personal care needs. At the time of the inspection, there were 28 people accommodated in the home. We were assured during this inspection that there was effective management of the service during this pandemic. The registered manager had robust processes to minimise the risk to people, staff and visitors from catching and spreading infection.

We found the following examples of good practice.

- Staff had received training around the safe use of Personal Protective Equipment (PPE). Sanitiser and PPE stations were available throughout the home. A robust system was in place for staff and other professionals to follow when entering and leaving the building. There were posters in the home to promote best practice guidance on how to put on and take off gloves, aprons and masks.
- Admissions to the home were completed following Public Health England guidance. Additionally, people were asked to isolate following any visits to hospital. Social media and electronic tablets were used to communicate with health professionals to promote people's physical health. People's wellbeing had been promoted through telephone and video calls and socially distanced garden visits from loved ones.
- The registered manager had comprehensive knowledge of good practice guidance and had attended Covid 19 webinars hosted by Lancashire County Council. There was an established staff team to provide continuity of support. Contingency plans were in place should there be a staff shortage.
- We saw Covid 19 policies and procedures were in place and current. Additional housekeeping and governance tasks had been completed to ensure the home was clean and hygienic. The registered manager was participating in the whole home testing programme and had arranged testing for residents and staff.
- We were told about the positive morale throughout the staff team and that management were proud of the way staff and the organisation had worked as a team to protect people they support and colleagues.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Ravenscroft Rest Home Limited

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 28 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 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.