

HC-One Limited

Rose Court Nursing and Residential Home

Inspection report

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Radcliffe
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Website: www.hc-one.co.uk/homes/rose-court/

Date of inspection visit:
11 March 2021

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31 March 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

Rose Court Nursing and Residential Home provides residential and nursing care for up to 87 adults with physical or mental health needs, or dementia. At the time of our inspection, the home cared for 63 people.

We found the following examples of good practice.

The home had made safe arrangements for visits from relatives. The home had a stand-alone visiting pod in its grounds. In addition, it had two visiting rooms indoors as well as several open-air visiting spaces. Visits had to be booked in advance. Staff deep cleaned visiting rooms after each use.

The home had created 'cohorted spaces' that comprised of units of four or five bedrooms and a communal area. The home used a 'red, amber, green' rating system to show the Covid-19 status of each cohorted space. A cohorted space rated 'red' meant there were Covid-19 cases or people self-isolating on the unit. The home allocated designated staff to cohorted spaces that were rated 'red' to prevent transmission. In addition, the home allocated one-to-one support to people who were confused or prone to wandering. Staff undertook 'shadow cleaning' while they followed them.

Staff promoted handwashing among the residents by using innovative practices. For example, they provided people with lemon-scented warm towels and warm antibacterial wipes before and after meals.

Staff monitored people for symptoms daily by checking their temperatures and oxygen saturation levels. Staff also used simple techniques such as offering a person a taste of brown sauce if they had concerns about their appetite. This helped to identify any issues with the person's smell and taste senses as these are potential indicators for Covid-19.

Staff used various supportive techniques to limit people's distress during Covid-19 tests. For example, 'mirroring' where staff took a test and asked the person to copy them; or helping someone to administer the test themselves; and taking a nasal swab only.

The provider gave staff laundry bags, additional uniform, and access to the home's laundry facilities. Staff used a separate changing room away from the residential units where they changed into their uniforms for their shift and donned personal protective equipment (PPE). Staff changed out of their uniforms when they finished their shifts.

The home had a very high standard of visible cleanliness and hygiene. The home had a highly motivated team of housekeepers available from 8am to 6pm, Monday to Sunday. Care staff undertook cleaning duties at other times. The home had designated infection prevention and control (IPC) champions in the housekeeping, clinical and care staff groups who had received additional training. They advised on IPC practice and monitored PPE compliance throughout the home.

Further information is in the detailed findings below.

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 home had good infection prevention and control practices.

Inspected but not rated

Rose Court Nursing and Residential 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 11 March 2021 and was announced.

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 personal protective equipment (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.