

# London Borough of Merton

## Riverside Drive

### Inspection report

112 Riverside Drive  
Mitcham  
Surrey  
CR4 4BW

Tel: 02082745160  
Website: [www.merton.gov.uk](http://www.merton.gov.uk)

Date of inspection visit:  
30 October 2020

Date of publication:  
20 November 2020

### Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Riverside Drive is a residential care home for eight people. The home caters for younger adults with learning disabilities or autism. At the time of our inspection five people were living at the care home. The service is managed by Wandle Housing Association on behalf of the London Borough of Merton.

We found the following examples of good practice.

Staff kept the premises clean. The member of staff who regularly worked the waking night shift was designated the lead for cleaning and decontamination within the service. There were laundry processes in place, so clothes were not mixed and washed together, and the laundry room was subject to regular enhanced cleaning. All staff were responsible for the routine cleaning of high touch areas, such as handrails, light switches, door handles, telephones and keyboards.

There were suitable systems in place for visitors to the service to minimise the risks of spreading infection. For example, there were prearranged visiting times to minimise visitor numbers. Instructions were easily accessible on arrival at the care home to ensure visitors understood the infection prevention and control protocols they needed to follow to keep people safe. Visitors to the service were asked to wear appropriate personal protective equipment (PPE), have their temperature checked, wash their hands and use the hand sanitiser provided before they would be allowed to enter the main part of the building. Visitors were only permitted to see their relative or friend in the confines of people's single occupancy bedroom and were not allowed to have contact with anyone else who lived at the care home.

In addition, staff supported people to keep in touch with their family and friends without physically visiting the care home. This was done through a variety of alternative methods, including video and telephone call contact, and having one-to-one meetings with their relative or friend outside in the rear garden.

There were suitable arrangements in place to ensure people admitted to the care home were tested for Covid-19. For example, people readmitted to the care home having been discharged from hospital were always tested for Covid-19 and then required to isolate in their own single occupancy bedroom for at least 14 days.

Staff used PPE in accordance with current IPC guidance. We saw staff wearing PPE correctly in communal areas, including the main lounge and dining room, the kitchen and laundry room, where it was difficult to maintain two metres social distancing. Staff had up to date internal IPC training and had received additional external training in June 2020 from Public Health England, in relation to the use of PPE. The service had adequate supplies of PPE.

The provider had thoroughly assessed and mitigated infection risks to staff working at the care home, including staff in high risk groups. The registered manager confirmed the service did not currently use any temporary agency staff. They were also aware of the new Covid-19 regulations in relation to care staff,

including part-time, bank and agency staff, only working in one care setting so as to reduce the risk of spreading infection.

A regular testing scheme for all staff and people living in the care home was in place. Staff were tested at least weekly and people living at the care home monthly. People were also tested without delay if they became symptomatic or if anyone in the household bubble of a member of staff displayed symptoms. The registered manager knew how to apply for coronavirus testing kits for people living in the care home and for staff. They had no issues with the supply of Covid-19 home testing kits. People living in the care home had received the flu vaccination and staff were being encouraged to follow suit. Most staff had taken COVID-19 antibody tests.

The provider had thoroughly assessed and mitigated infection risks to people living at the care home. The registered manager described how staff had helped people who were anxious about wearing face coverings, to do so whilst out in the wider community. This had enabled some people living in the care home to continue visiting local shops and cafes in the area.

There were a range of IPC policies and procedures which had been reviewed and updated since the start of the COVID-19 pandemic. These included contingency plans for managing adverse events, such as COVID-19 outbreaks and related staff shortages. The registered manager had routinely monitored and audited compliance with IPC practices. This included daily tours of the building to check the premises were clean and that staff wore their PPE correctly. The registered manager also supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely.

As cleaning schedules for staff to follow were not recorded, we recommended the provider consider current recognised best practice in relation to infection prevention and control (IPC) and establish recorded cleaning schedules for staff to follow. This should include the frequency of cleaning of high touch areas.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

**Inspected but not rated**

# Riverside Drive

## **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 review of infection control and prevention measures in care homes.

This inspection took place on 30 October 2020 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- 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 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 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.

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