

Nazareth Lodge Limited

Riverside Nursing Home

Inspection report

Westbury
Sherborne
Dorset
DT9 3QZ

Tel: 01935812046
Website: www.riversidenursinghome.co.uk

Date of inspection visit:
21 October 2020

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13 November 2020

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

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

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 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. The registered manager was unsure if agency staff were working at other services and stated they would seek assurances from the relevant agency provider.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was using PPE effectively and safely. We discussed with the registered manager some improvement were required in regards a designated area for donning and doffing. They stated they would address this issue.

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People were protected by systems in place to prevent and control infection.

Inspected but not rated

Riverside Nursing 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.

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 21 October 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

Riverside Nursing home is a care home to provide accommodation and nursing or personal care. Riverside is registered for up to 39 people in one adapted building. At the time of our visit there were 25 people living at the home. The home provides accommodation over two floors, there is a lift to the first floor. Communal facilities include specialist bathrooms, a lounge and dining area. There is an accessible garden.

We found the following examples of good practice.

The provider ensured staff were following up to date infection prevention and control guidance to help people to stay safe. They provided training to ensure staff knew how to keep people safe during the COVID-19. Staff and people using the service had been tested. Staff wore masks when interacting with people in the communal lounge and dining areas.

There was an infection control lead. This enabled the housekeeping team and care staff to work effectively together to ensure infection prevention and control measures were followed.

The provider had ensured staff had access to training about their emotional response to the pandemic and to counselling support. We discussed with the registered manager about some improvements needed with regards to a designated area for putting on and removing PPE. They stated they would address this issue.

Staff supported people to occupy themselves whilst maintaining their safety. Staff were providing additional one to one activities to people in their rooms or communal areas.

Staff helped people to stay in touch with family and friends through phone and video calls. The service was booking visitors in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

The registered manager ensured individual risk assessments were in place in regards people's families and loved ones visiting.

The registered manager was unsure if agency staff were working at other services and stated they would seek assurances from the relevant agency provider. This matters to prevent the risk of infection spreading between services.

Further information is in the detailed findings below.