

## Care UK Community Partnerships Ltd

# Riverside

### Inspection report

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Website: [www.careuk.com/care-homes/riverside-hyde](http://www.careuk.com/care-homes/riverside-hyde)

Date of inspection visit:

01 October 2020

02 October 2020

05 October 2020

Date of publication:

23 October 2020

### Ratings

#### Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service effective?

**Inspected but not rated**

Is the service responsive?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

Riverside is a residential care home providing personal and nursing care for up to 90 people. The home is divided into 4 separate units. We undertook our inspection on one of the nursing units; The Nightingale. At the time of the inspection there were 23 people living on The Nightingale unit.

People's experience of using this service and what we found

Within the context of areas reviewed as part of this targeted inspection, people were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported best practice.

As part of CQC's response to the coronavirus pandemic we are also conducting a thematic review of infection control and prevention measures in care homes. As part of the inspection we looked at the infection control and prevention measures the provider had in place. Risks to people who used the service and staff relating to infection prevention and control, and specifically Covid 19, had been assessed and appropriate action taken.

People were protected from the risk of harm, abuse and discrimination. Staff were aware of their responsibilities with regard to safeguarding and whistleblowing procedures.

Care plans and risk assessments gave clear guidance to staff on what needed to happen to keep people safe. People's health and nutritional needs were met. Staff had a good understanding of the need for oral care and were aware of people's individual needs.

Staff spoke compassionately about providing good end of life care. People had been asked about their wishes for end of life care.

There was a range of auditing and monitoring to ensure managers and the provider had oversight of the quality of the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection

The last rating for this service was good (published 21 May 2020).

Why we inspected

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We undertook this targeted inspection to check on specific concerns we had about safeguarding people from abuse, management of risks relating to nutrition and hydration, personal care and oral care and access to health care professionals and end of life care.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe, effective, responsive and well-led sections of this full report.

We also looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

The overall rating for the service has not changed following this targeted inspection and remains good.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Riverside on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service effective?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service responsive?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Riverside

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. This was a targeted inspection to check on specific concerns we had about safeguarding people from abuse, management of risks relating to nutrition and hydration, personal care and oral care and access to health care professionals and end of life care.

As part of this inspection we also looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was undertaken by two inspectors who visited the service on the first day. One inspector also spoke by telephone with staff and relatives of people living at Riverside.

#### Service and service type

Riverside is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave a short period of notice of the inspection so that we could have some preliminary discussion around the use of Personal Protective Equipment (PPE) on inspection. The inspection took place on 1 October 2020 with a site visit, we continued on 2 October and 5 October with follow up telephone calls to staff and relatives.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is

information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and asked Healthwatch Tameside for their views on the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

#### During the inspection

We spoke with six relatives of people who lived at the home about their experience of the care provided. We spoke with the registered manager and six members of staff. We also observed the support people received and how staff interacted with people who used the service.

We reviewed a range of records relating to the concerns raised and the management of the service. These included risk assessments and care plans, records of support relating to nutrition and hydration, end of life care, personal care and health support.

#### After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at training data and records relating to monitoring, auditing and quality assurance.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the parts of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about safeguarding people from abuse. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of harm, abuse and discrimination.
- Staff were aware of their responsibilities with regard to safeguarding and whistleblowing procedures. They were confident if they raised concerns they would be dealt with appropriately. One staff member said, "I am confident anything would be dealt with. I would go to [registered manager] if there was an issue."
- Relatives told us their family members were being well looked after and were as safe as they could be during the pandemic. Relatives said, "I am confident my [person who used the service] is safe. I have no concerns", "I have no concerns, they have done very well" and "I am not concerned. Staff care, they always seem happy."

Preventing and controlling 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.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns about management of risks relating to nutrition and hydration, personal care and oral care and access to health care professionals. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Risks to people who lived at Riverside were identified and well managed. People's individual risk assessments gave clear guidance to staff on what needed to happen to keep people safe, whilst respecting their choices.
- Care records were detailed and person centred, they included people's personal care needs, interests and preferences. They gave sufficient detail to guide staff on what was important to and for the person. Staff completed detailed daily records of care and support provided to people. Relatives confirmed that during any video calls or visits their family members had looked well presented. One said, "[person who used the service] looks really well. They had done [persons] hair."
- Care records were reviewed regularly and risk assessments and care plans were updated when people's needs changed.

Supporting people to eat and drink enough to maintain a balanced diet

- People's nutritional needs were met. Where people had specific dietary requirements, needed their food modifying or drinks thickened, records gave guidance to staff on how the food or drinks should be prepared and how to support the person safely. Guidance from dieticians and speech and language therapists (SALT) was reflected accurately in care records and food and fluid monitoring records. Any guidance provided, such as for those with swallowing difficulties, was followed by staff.
- Where people were at risk of poor nutrition, records were kept of what they ate and drank and peoples weights were monitored regularly. Staff were aware of how to raise any concerns where people were not eating or drinking properly.
- We saw if concerns were raised about food or fluid intake or weight loss or gain, action was taken and where needed referrals were made to appropriate health care professionals. A relative said, "Yes, [person is eating and drinking] I have checked." Another said, "The food is very good and [person who used the service] likes it."

Supporting people to live healthier lives, access healthcare services and support

- Oral care plans were in place and included the support people needed. Staff had a good understanding of the need for oral care and were aware of people's individual needs.
- People were supported with their health needs. As well as nurses within the home, they had access to a



range of health care professionals from outside the home including, GP's, chiropodists, dentists and regular health checks.

## Is the service responsive?

### Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on specific concerns about end of life care. We will assess all of the key question at the next comprehensive inspection of the service.

#### End of life care and support

- People's care records included information about their wishes at end of life. Where people had wanted to discuss this, we saw records included detailed descriptions of arrangements and people that were important to them.
- Staff spoke compassionately about providing good end of life care. We saw that there was a memory tree, this was decorated with memories of those who had passed away.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check specific concerns we had about management of risks to people. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager had very good knowledge of what was happening within the home. There was a range of auditing and monitoring to ensure managers of the service and the provider had oversight of the quality of the service. This included physically walking round the home and checking tasks such as oral care had been completed. Where issues were found they were dealt with promptly. Where improvements had been needed, action had been taken to mitigate any risk and improve quality.
- Within the boundaries of Covid19 guidance, relatives were positive about how staff, managers and the provider had kept them informed and in contact with their family members. A relative said, "I haven't been able to go. But I have been happy with the information I have received from the provider and [registered manager]" and "The nurses phone me. I can phone as well. They do video calls." Others said of staff and managers, "Everything I have asked of them, they have done" and "The staff are brilliant." Staff showed understanding and empathy for relatives who were not able to visit during the pandemic. One said, "We try different things like WhatsApp and phone calls, but video calls are better, relatives can actually see how people are."
- Staff told us they had felt very supported by the registered manager and provider during the pandemic. One staff member said of the registered manager, "She is supportive. She is a good listener, even for personal things." Staff said of working at Riverside, "It's a friendly environment. I am happy, its well organised" and "The support you get is amazing. I absolutely love my job, I love what I do."