

Ridgeway House (Bristol) Limited

Ridgeway House

Inspection report

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Bristol
Avon
BS13 8AB

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28 January 2021

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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

Ridgeway House is a residential care home providing accommodation and personal care for up to seven people with a learning disability. At the time of this inspection there were seven people in residence.

We found the following examples of good practice.

We were shown around the communal parts of the home and looked into people's bedrooms but did not enter them. The home was clean and tidy throughout. Additional cleaning tasks were included on the daily cleaning schedules to ensure all touch-points were sanitised. The manager and deputy manager completed frequent walk-arounds to ensure the home was clean and check that all staff were following good practice.

Staff entered the home via the front door, their temperature was checked and they put on their PPE. Health and Social Care visitors with a recent negative COVID-19 result entered the home in the same way. Other visitors were subject to a lateral flow test: in the back garden there was a waiting area set up for them until results were known.

There were strict procedures in place for any visitors to the home. The families and friends of people had been informed about visiting arrangements and the procedures that had to be adhered to. At the time of our visit there was only one person receiving face to face visits from their relative and this was because of special health care needs. Their visit times were pre-booked and controlled so that the staff could then sanitise areas and touch points after the visit was over. For the other people, the staff organised window visits, or used internet or social media to keep in touch. Activities away from the home were restricted but the manager told us one person was supported to go out for a walk during quieter times when they were anxious.

The home did not have any vacancies and therefore will not be admitting any new people to their service. After one person was admitted to hospital in June 2020 they were accepted back into their home after two negative COVID-19 results and then isolated for a further 14 days.

Staff had all completed refresher training in infection prevention and control and this included hand hygiene and the correct procedures for donning and doffing PPE. The staff took part in regular testing for COVID-19 each week, with the people who lived at Ridgeway House being tested monthly. If a person or a staff member presented with COVID-19 symptoms they would be re-tested and isolated until test results were known.

The staff team and each person had already received their first COVID-19 vaccination. The manager told us that in March 2020 at the beginning of the first lockdown, staff members had moved in to the home to keep the virus out. The manager has nominated these staff for a Care and Support West award because of their dedication.

The service had updated all their infection prevention and control policies and procedures and had a contingency plan in place to be followed if there was an outbreak and to prevent any further spread of infection.

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

Ridgeway House

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 COVID-19 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 28 January 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 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.