

Health and Home (Essex) Limited

# Ravensmere Rest Home

## Inspection report

13-15 Manor Road  
Westcliff On Sea  
Essex  
SS0 7SR

Tel: 01702330347

Date of inspection visit:  
29 December 2021

Date of publication:  
08 February 2022

## 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

Ravensmere Rest Home is a residential care home providing personal care to 13 people at the time of the inspection. The service can support up to 24 people living with dementia and mental health conditions.

We found the following examples of good practice.

Staff were provided with adequate supplies of personal protective equipment (PPE) and were seen to be wearing this appropriately.

At this inspection the provider was enabling relatives to visit their family members.

Staff had received additional training in infection prevention and control

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

We always ask the following five questions of services.

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

Further information is in the detailed findings below.

**Inspected but not rated**

# Ravensmere Rest 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

This inspection took place on 29 December 2021 and was unannounced.

# 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 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 making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance. Whilst we saw that people were receiving visits from relatives. The provider demonstrated a lack of understanding regarding facilitating visits from professionals. Professionals had tried to visit Ravensmere Rest Home on a number of occasions, to undertake safeguarding concerns and reviews but the provider had either cancelled the planned visit by the Local Authority or did not respond to emails in a timely manner to enable the visit to take place.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- We were somewhat assured the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. Following the inspection, the provider was asked to send us confirmation of this. Confirmation of staff vaccine status was provided.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Cleaning schedules did not include frequency of cleaning of high touch areas, e.g. light switches, keyboards, door handles. Records or checks of cleaning should confirm this has been done.

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