

Parkcare Homes (No.2) Limited

Riverview

Inspection report

Second Drive
Teignmouth
Devon
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15 February 2021

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03 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Riverview is a care home registered to provide accommodation and personal care for up to nine young adults with learning disabilities. At the time of our inspection there were eight people living there. The home consisted of six self-contained flats and two bedrooms with shared communal spaces.

We found the following examples of good practice.

Procedures were in place to ensure the risk of any visitors to the service introducing infection were minimised. This included taking people's temperature, supplying personal protective equipment (PPE) and using an external door to ensure people washed their hands before entering the building.

The nature of the building and staffing levels ensured people were encouraged to socially distance. For example, if a person wanted to use the communal kitchen the staff member supporting them would first ensure nobody else was using it.

Procedures were in place to admit people to the home safely, including adherence to an isolation period and cohorting a staff team to work exclusively with that person.

Staff were wearing PPE appropriately and efforts had been made to support people to cope with staff wearing masks. One person had initially found this difficult, desensitisation techniques such as leaving masks around the environment had been used and were successful in helping this person adjust and accept staff wearing masks.

Programmes for regular testing for staff and people were in place. Where people declined to be tested, information was provided, and the offer of a test made again each time they were due. People's temperatures were being taken twice daily.

People were supported to access the community and adjustments were made to minimise the risks of them doing so. For example, one person liked to walk to the seafront and buy a drink, instead they were supported to take a drink with them to enjoy so they did not need to go into a shop. Another person was supported to buy a takeaway and eat it on the sea front instead of their usual pub meal.

People were supported to maintain contact with loved ones using a variety of technology, and visiting was assessed on an individual basis.

There were comprehensive policies and operating procedures in place. The provider issued regular health and safety updates. For example, during the hot weather guidance around keeping cool and using fans was issued.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Riverview

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 coronavirus 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 15 February 2021 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 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.