

Richmond Villages Operations Limited

Richmond Village

Cheltenham

### Inspection report

Care Home  
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28 August 2020

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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

Richmond Village Cheltenham 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.

Richmond Village Cheltenham can accommodate up to 60 older people and people living with dementia. There is also a supported living complex as part of the wider village, however this was not inspected as part of this inspection. At the time of our inspection 7 people were living or receiving respite care at the home. The home had only opened in March 2020 and while there were two units, only one of these was open at this time. Each room was en-suite and there was a range of communal areas people could use on the unit, including a large living room. The village also had a spa area, a large restaurant and grounds which people could enjoy.

We found the following examples of good practice at Richmond Village Cheltenham.

- The provider supplied personal protective equipment (PPE) to visitors and ensured there was clear guidance and support in relation to the application and removal of PPE for visitors. The provider had ensured there was enough PPE available for staff and visitors.
- The provider had ensured that temperature checks were completed for all visitors, staff and people living at the service to minimise the risk of infection. The provider ensured there were Covid-19 routine testing protocols in place for staff and people.
- People were supported to isolate when they were admitted to the home or when returning from hospital. There was clear guidance for staff to follow and PPE equipment was made available by people's rooms to promote effective infection control practices and reduce the risk of cross infection.
- People were supported to socially distance. The home was clean, new and purpose built, this meant people and staff had plenty of space in which to promote social distancing.
- Staff and managers worked with people's relatives to ensure social distanced visits could work whilst protecting people who were vulnerable. Activities and events were in place to promote people's individual wellbeing.
- The provider implemented clear protocols when there was an outbreak of Covid-19. This included actions staff were required to take when starting their shift on arrival, and when leaving the home. Staff understood the reason for these protocols and followed them.
- The provider had robust systems to ensure there was clear oversight of staff training in relation to infection prevention and control. The provider and service managers ensured staff adhered to national

guidance on PPE. The provider operated comprehensive infection control audits used to help protect people and staff from the spread of infection.

- The provider and registered manager had ensured that all information and guidance, in relation to COVID19, had been effectively communicated to and understood by staff.

## 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**

# Richmond Village Cheltenham

## **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 28 August 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

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.