

Sure Healthcare Limited

# Derwent House Residential Home

## Inspection report

Riverside Care Complex, Hull Road  
Kexby  
York  
North Yorkshire  
YO41 5LD

Tel: 01759388223

Date of inspection visit:  
19 August 2020

Date of publication:  
10 September 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Derwent House Residential Home is a care home providing personal care for up to 65 older people across two separate wings. Derwent House supports people with residential care needs and Riverview Lodge supports people living with dementia.

We found the following examples of good practice

- A dedicated activities coordinator organised meaningful activities within the home to prevent isolation. They did this safely and in line with government guidance for social distancing to prevent the risk of the spread of infection. For example, people had attended a 'Derwent Derby' in the grounds of the home which celebrated the horse racing history of the local area.
- Staff worked to ensure people maintained meaningful contact with relatives. Particularly for those people living with dementia, staff regularly looked at photographs with people and arranged video calls with families.
- Staff praised the effective way in which the registered manager disseminated information to them, through senior carers, about changes in infection prevention and control.
- The layout of the home had been subtly adapted to allow people to socially distance though this did not compromise the warm and homely environment.

## 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**

# Derwent House Residential 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.

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 19 August 2020 and was announced. The service was invited 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

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 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.