

Your Lifestyle Nationwide Limited

# The Red House

## Inspection report

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14 December 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

About the Service.

The Red House is a 'care home' which can accommodate up to seven people with a learning disability. At the time of our inspection visit there were four people using the service.

People's experience of using this service and what we found.

The service was following its maintenance and repair plan to ensure people were living in a safe and suitable environment.

We were assured the service was following safe infection prevention and control procedures to keep people safe.

We found several examples of good infection control practices. These included; Regular testing for people using the service and staff. The service was proactive in arranging extra testing for staff where it was felt they may have been at risk of infection. Regular audits ensured the service was prepared to continue to meet the challenges of the pandemic and regular cleaning was in place to help to prevent the spread of infection.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the maintenance of the care home environment. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from this concern.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Red House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# The Red 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.

This was a targeted inspection to check on a specific concern we had about the risks associated with the maintenance of the environment.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

The Red House 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.

The service did not have a registered manager. The current manager had made an application for registration with the CQC.

#### Notice of inspection

We gave the service prior notice of the inspection. This was because we needed to be sure that the manager would be available to support the inspection.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used all of this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with three members of staff including the manager. We looked at documents relating to the maintenance of the care home environment and infection control procedures. We carried out a tour of the premises and observed practice in relation to infection prevention and control.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed records relating to the maintenance and safety of the care home environment. We received feedback from the local authority.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

Assessing risk, safety monitoring and management

- People using the service benefitted from a recent redecoration and refurbishment of communal areas of the care home environment. Plans were in place for redecoration of people's individual rooms with consideration for the impact on them and the constraints of the current pandemic.
- To improve safety in the kitchen a new cooker had been installed which reduced the risk for people accessing the kitchen. A plan was in place for further refurbishment of the kitchen.
- We identified a damaged radiator cover, the manager took prompt action to ensure the cover was made safe and contacted maintenance contractors to request repair.
- A health and safety audit completed in October 2020 had resulted in improvements to outside lighting.

Preventing and controlling 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.