

# Cumbria County Council

# Riverside House

## Inspection report

Watsfield Road  
Kendal  
Cumbria  
LA9 5JL

Tel: 01539630115

Date of inspection visit:  
18 November 2020

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17 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Riverside House provides personal care and accommodation to up to 32 older people and older people living with dementia. Accommodation is provided in 32 single rooms, arranged over three floors. There were 20 people living in the home at the time of our inspection.

We found the following examples of good practice.

Staff were trained in infection prevention and control and using Personal Protective Equipment (PPE) safely.

The provider had ensured sufficient quantities of PPE were available.

The registered manager ensured clear information about maintaining social distancing was in place to guide staff and visitors. They had rearranged communal areas in the home to support social distancing.

The registered manager had followed government guidance about visiting. They had supported relatives to visit people who were at the end of life.

The registered manager followed best practice around safe admissions when people moved into the home.

The registered manager had arranged for regular COVID-19 testing for staff and people who lived in the home.

The staff team kept the home clean and hygienic. Frequently touched surfaces were cleaned regularly throughout the day to reduce the risk of infection.

The registered manager had reviewed staffing arrangements. Staff were allocated to consistently work in specific areas of the home to reduce the risk of transmission of infection.

The provider had robust contingency plans in place to ensure the safety of the service during the pandemic.

Further information is in the detailed findings below.

## 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**

# Riverside 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 18 November 2020 and was announced.

# 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.