

Mr T & Mrs S Kandiah

# Remyck House

## Inspection report

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Date of inspection visit:

12 January 2021

27 January 2021

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24 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Remyck House is a residential care home, which can accommodate up to 29 people. There are two floors, with a lift to access the upper floor. There are several communal areas in the home and outside space.

We found the following examples of good practice.

- Staff and people had been tested for COVID-19 in accordance with national guidance.
- During the outbreak, the provider ensured only people at the end of their lives received visitors indoors, in accordance with national policy. Any visitors to the service were required to complete a lateral flow test prior to entry. The provider was constructing an external pod with heating for when visits resumed.
- Staff had ensured alternatives to face to face visits during the outbreak were in place for people.
- Staff used a pulse oximeter, which is a non-invasive device. To monitor people's oxygen levels to enable early warning of signs of deterioration in people. Risk assessments were in place for people who had tested COVID-19 positive, to guide staff.
- Processes were in place to ensure when the service resumed admissions, they were admitted safely and self-isolated for 14 days, in accordance with national guidance.
- Staff ensured the service was regularly cleaned and the environment was adequately ventilated.
- Staff had positive relationships with health care professionals and worked collaboratively with them.

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

We always ask the following five questions of services.

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

Further information is in the detailed findings below.

**Inspected but not rated**

# Remyck 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 (IPC) 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 12 and 27 January 2021 was unannounced.

# 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 somewhat assured that the provider was meeting shielding and social distancing rules. It was not always possible to ensure everyone continually self-isolated due to the design of the building and because most people were living with dementia. This risk was mitigated as far as practicable with social distancing measures.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using personal protective equipment (PPE) effectively and safely. Some staff overused PPE; the home has since received additional training.
- 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 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.

We have also signposted the provider to resources to develop their approach.