

The Red House (Ashtead) Limited

The Red House

Inspection report

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03 February 2022

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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

The Red House is a residential care home providing accommodation for persons who require nursing or personal care. It is registered to provide care for up to 26 people and on the day of our inspection, 22 people were living at the service.

We found the following examples of good practice.

The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the COVID-19 pandemic. High touch areas such as door handles and light switches were cleaned throughout the day and there were posters on display throughout the building to remind staff of the importance of good hand hygiene. Hand sanitiser and wipes were readily available in all parts of the home.

Service users who tested positive for COVID-19 were assigned a dedicated staff team who supported them with all of their care and nursing needs during their period of isolation. Clinical waste was safely disposed of and staff had ready access to personal protective equipment (PPE). People's clothes and bed linen were washed separately in red bags to prevent cross-contamination.

Visiting was in line with government guidance. People were supported by staff to see their family members in a COVID-safe way, which included visiting in their room or in a specially designed visiting pod in the garden.

All staff had received recent training in infection prevention and control (IPC) and were seen to be following correct IPC practices at all times. The registered manager was accepting of all advice and guidance offered by external agencies including the local health protection team, CCG, Surrey County Council and CQC. The designated IPC lead shared all current policy government updates with staff and family members.

The registered manager and senior leadership team supported staff to provide people with good day to day care. The provider maintained a testing programme in line with current government guidance for both staff and visitors to the service.

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.

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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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 03 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- The provider consistently followed current government visiting guidance. Service users and family members were updated as soon as the guidance changed. Service users told us these changes were communicated without delay.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.