

The Whitepost Health Care Group

Orchard House

Inspection report

7 Green Lane
Redhill
Surrey
RH1 2DG

Date of inspection visit:
12 November 2020

Date of publication:
03 December 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Orchard House is a care home providing accommodation and personal care for up to five people with mental health needs. At the time of the inspection, five people were living there.

We found the following examples of good practice.

All visitors to the home were required to complete a Covid-19 health questionnaire on arrival and have their temperature taken and recorded. There was a QR code for visitors to scan for track and trace purposes.

The provider had purchased new lounge furniture where people could sit more distanced from one another and that was able to be cleaned and disinfected more effectively. The environment was clean, hygienic and well ventilated.

The registered manager had kept updated with latest guidelines and best practice. She is an active member of support groups such as Registered Managers Association, Outstanding Managers Facebook group, and Skills for Care Infection Control champions.

Staff told us they were well supported with frequent supervisions, access to counselling, thank you gifts and a bonus scheme. One member of staff was bought a bicycle to prevent them from having to use the bus to travel to and from work.

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

Orchard 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in Infection prevention and control.

This inspection took place on 12 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.