

Wellburn Care Homes Limited

Riverhead Hall Residential Care Home

Inspection report

Riverhead
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Date of inspection visit:
13 January 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

Riverhead Hall Residential Care Home is a 'care home' providing personal care for up to 45 older people.

We found the following examples of good practice:

The provider had made improvements to infection prevention and control (IPC) practices since our last inspection.

The building was clean and well maintained, and the provider had purchased new furniture throughout the communal areas.

People could have visitors in line with national guidance. Should alternative arrangements be required, there was also a visiting pod available in the garden. There was an electronic thermometer at the front door which automatically screened people's temperature before entering the building, and appropriate checks were conducted.

Staff were vaccinated and took part in regular testing. They wore personal protective equipment to minimise risk of infections potentially spreading.

Risks in relation to COVID-19 were assessed for staff and people.

The provider took prompt action to address a small number of minor areas where aspects of policy or best practice were not being followed consistently, or where cleaning records were not completed fully.

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

Riverhead Hall Residential Care Home

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 the Care Quality Commission's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the 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 13 January 2022 and was unannounced. On arrival, we telephoned the service from outside to introduce the inspection and discuss safe working arrangements for our visit.

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 somewhat 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 somewhat assured that the provider's infection prevention and control policy was up to date and implemented effectively.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.

We have also signposted the provider to resources to develop their approach. This included policies in relation to laundering arrangements, guidance on PPE use and availability of cleaning equipment for

reusable items, plus consistency of some records.