

Ridge House Residential Home Limited

Ridge House Residential Care Home

Inspection report

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CREDITON
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Tel: 01363877335

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17 February 2021

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10 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ridge House Residential Home is a residential care home providing personal care to 15 people aged 65 and over at the time of the inspection. The care home accommodates 15 people in one adapted building. Nursing care is not provided by staff at Ridge House. This is provided by the community nursing service. At the time of this inspection in February 2021 there were 11 people living in the home. We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread Covid19 providing good information and support for all. In house activities continued with staff working hard to keep residents entertained throughout the day. The local school children had written to the residents and had since become pen pals to some. A member of staff who is also a trained hairdresser visited outside of working hours to do the residents hair. A large selection of newspapers were bought daily for all residents to read and enjoy.

Staff were adhering to Personal Protective Equipment (PPE) and social distancing guidance. People were supported to see their visitors in the specially designed pod in the garden with direct access to outside. When this was not possible people were supported to speak to their families on the phone, or on a portal (a video calling device) the portal had a clear screen and was very loud to enable those with hearing difficulties to use.

The provider had a clear policy designed for people who were admitted to the home from the community or from hospital.

Staff had completed training including infection prevention and control, handwashing and donning and doffing. Regular and frequent spot checks and competency checks were made to ensure staff continued to follow best practice guidance. Staff were trained and knew how to immediately isolate individuals with symptoms to avoid the virus spreading to other residents and staff members. All staff in high risk groups have been risk assessed, and adjustments have been made. Plans are in place to protect vulnerable staff in the event of an outbreak.

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

Ridge House 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 CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 February 2021 and was announced.

Is the service safe?

Our findings

- 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.