

Stepping Stones Resettlement Unit Limited

Riverside House

Inspection report

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07 January 2021

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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

Riverside House is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Riverside House is a care home registered for 13 people with learning disabilities. At the time of our inspection there were 12 people using the service.

We found the following examples of good practice.

- During a recent Covid-19 outbreak in the service, the provider followed their contingency plan for an outbreak to ensure people were supported by adequate numbers of staff.
- Staff had used a 'Virtual Covid ward' during the outbreak following referral from a GP. Staff monitored and reported people's oxygen levels to a 'virtual Covid ward,' which enabled the early detection of deterioration in people's health and to implement rapid intervention and treatment.
- Staff ensured the service was regularly cleaned and the environment was adequately ventilated.
- The service had established a procedure to prevent visitors from catching and spreading infections. A room had been utilised to enable the screening of visitors to the home with a separate entrance and facilities for changing clothes and donning and doffing Personal Protective Equipment (PPE).
- People were supported to stay socially engaged and not to become lonely. Staff helped people keep in touch with family members and to join in socially distanced group activities, or one to one activities, with a staff member.
- People's and staffs' temperatures were checked regularly, as well as monitoring for other Covid-19 related symptoms.
- The service had worked to enable people using the service to receive regular testing for Covid-19 taking into account their mental capacity and best interests.
- The service had ensured communal space in the home was used to ensure people had a variety of settings for activities. This included setting up a café area in the basement for people to use for drinks and meals as an alternative to the dining room.
- Information was made available to people in a suitable format to explain why staff are wearing PPE.

- De-cluttering of some areas had been completed to enable more effective cleaning.

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

Riverside 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 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 7 January 2021 and was announced.

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 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.