

Egham Care Limited

Rivermede Court

Inspection report

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22 March 2021

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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

About the service

Rivermede Court is a care home providing accommodation and personal care for up to 80 people aged 65 and over. There were 26 people using the service at the time of the inspection.

We found the following examples of good practice

The wellbeing of people living in the home had been prioritised. The manager had introduced a wellbeing period for all new admissions to step away from the terminology of "isolation" when they first moved to the home. This also included a dedicated separate communal area for people who are living with dementia and may not understand the restrictions. The area ensured their isolation complied with government guidance and meant people could still complete hobbies and enjoy their time before they moved to the main section of the home.

There was a thorough booking in process for visitors to keep the people living in the home safe from the risk of the spread of infection. This included a dedicated separate entrance to the building, health questionnaire, temperature checks and lateral flow tests (LFT) to be completed by all visitors.

The home had implemented in depth cleaning schedules in response to the COVID-19 pandemic. This included regular cleaning of frequently used surfaces such as door handles and light switches.

Appropriate zoning had been introduced to the home. This enabled staff to keep people safe and encourage social distancing in communal areas. When the home had experienced an outbreak, staff were allocated designated floors to work on to reduce the risk of spread of infection.

Staff had been supported with training throughout the pandemic. This detailed the various changes in guidance throughout the year.

The provider had maintained a plentiful supply of personal protective equipment (PPE) throughout the pandemic and was using the government portal to ensure the PPE stock remained at a safe level. There was also an arrangement with the provider to enable support from a central store of PPE if required.

The provider was taking part in the regular testing programme and ensured all staff and people living in the home had access to regular testing. This followed guidance and ensured appropriate steps were taken in recording tests in a timely way.

Further information is in the findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Rivermede Court

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

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 (IPC) 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 22 March 2021 and was announced.

Is the service safe?

Our findings

Safe – Inspected but not rated

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 had appropriate policies and procedures for 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.