

# Rosedale House Residential Care Home Limited

## Rosedale House

### Inspection report

163 West Town Lane  
Bristol  
Avon  
BS14 9EA

Tel: 01179714991

Date of inspection visit:  
29 October 2020

Date of publication:  
16 November 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

Rosedale House is a care home that provides accommodation with personal care, in two buildings, for up to 27 people. At the time of this targeted responsive inspection 27 people were living in the home.

We found the following examples of good practice.

- Staff greeted visitors at a designated entrance to the home and explained the safety procedures in place. Access into the care home varied, depending on the area of the home being visited. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route. Visitors had their temperature checked on arrival and were provided with personal protective equipment (PPE) that included gloves, aprons and facemasks.
- People had been supported to maintain contact with their loved ones, through video and phone calls, when they were unable to visit. There was a wide range of daily activities organised by the staff team, and entertainers performed outside on the small paved area.
- Access to the garden was limited because extension building works were being undertaken. However, structured and planned internal and window visits were facilitated. Visitors were able to sit at the entrance to the home, with the person using the service sitting on a bench inside the reception area. The registered manager told us how well these visits had been received and enjoyed by everyone.
- When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. To enable this to happen, the registered manager told us they allocated staff on a one to one basis, to provide personal care and additional support, for newly admitted people. Most people in the home were living with dementia, and unable to understand the need for social distancing. For example, some people were used to sitting or moving close to others in communal areas during the day. Staff were aware of the need to mitigate the risks associated with people being in close contact with one another. There was enhanced cleaning of frequently touched surfaces and people were supported to wash and sanitise their hands regularly.
- Regular testing for COVID-19 was being undertaken. Staff were tested weekly, and people using the service were tested monthly.
- Rosedale House had policies, procedures and contingency plans in place. Staff had received training and regular updates. A 'Covid' file with updated information, was available for staff to read. The registered manager and deputy manager told us they completed daily 'spot checks' to make sure staff understanding and compliance with use of PPE and infection prevention and control practices.
- There was regular communication from the owner to the registered manager who spoke positively about the support they received. The registered manager told us they were also well supported by the local GP and

the nurse practitioner, with weekly support visits and video calls.

## 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**

The service was safe

# Rosedale 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 October 2020 and was announced.

# Is the service safe?

## Our findings

### 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.