

HC-One Oval Limited

River Court Care Home

Inspection report

Explorer Drive
Watford
Hertfordshire
WD18 6TQ

Tel: 01923800178

Date of inspection visit:
19 November 2020

Date of publication:
02 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

River Court Care Home provides accommodation with personal and/or nursing care to older people. The service accommodates up to 120 people in a purpose-built building which was divided into four units.

We found the following examples of good practice.

- People were supported to stay in regular contact with their families. The registered manager had communicated with families and friends to explain the different options for visiting, including use of the garden and virtual visits through the use of technology.
- The registered manager spoke about the infection prevention control processes in place. Updates to guidance and procedures were communicated to staff and processes revisited regularly.
- Staff supported people's emotional wellbeing. Activities were arranged within the home during lockdown to positively support people through the period.
- Infection control audits and checks were carried out. The manager spoke positively about the dedication which staff had shown.

Further information is in the detailed 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?

We were not assured that this service met good infection prevention and control guidelines.

Inspected but not rated

River Court 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.

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 19 November 2020 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was admitting people safely to the service.
- 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.

We have also signposted the provider to resources to develop their approach.