

Ruddington Homes Limited

Orchard House

Inspection report

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15 January 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

Orchard House is a residential care home providing personal care and accommodation to up to 50 older people, some of whom may be living with dementia. At the time of inspection there were 33 people living at the service. The service is over two floors and has communal spaces for dining and relaxation.

We found the following examples of good practice.

- The service had a COVID-19 outbreak at the time of the inspection and was closed to non-essential visitors. A sign was on the front door to provide appropriate information to any visitors.
- The service had put in place visiting arrangements throughout the COVID-19 pandemic to support people to maintain contact with friends and families. This included outdoor heated summerhouses and a designated room indoors. All appropriate procedures were in place including testing for visitors.
- Staff were provided with an ongoing supply of PPE and we saw staff wore PPE in accordance with best practice guidance.
- Staff had received training in infection control and procedures were discussed regularly amongst the staff team. Regular spot checks were in place to ensure staff were following PPE best practice.
- There were comprehensive cleaning schedules in place which had been adapted and enhanced at the beginning of the COVID-19 pandemic to include frequent cleaning of touch points.
- Staff were regularly monitoring people's oxygen saturation levels and temperatures, as well as food and fluid intake to ensure any concerns were escalated appropriately and healthcare sought.
- Staff were supported by a strong management team, there was always someone available in the home. When staff had to self-isolate, management ensured they continued to support them through regular phone 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?

Further information is in the detailed findings below.

Inspected but not rated

Orchard 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 15 January 2021 and was unannounced.

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 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 had concerns around staff deployment in the home during the outbreak. The provider did not have designated staff teams to support people who had tested positive for COVID-19 and for those who had tested negative for COVID-19. The provider did not supply certain documents we requested to view including their infection control policy, audit and risk assessments.

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