

Four Seasons Homes No. 1 Limited

Redwell Hills Care Home

Inspection report

St Ives Road
Leadgate
Consett
County Durham
DH8 7SN

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03 November 2020

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Tel: 01207581366
Website: www.fshc.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Redwell Hills Care Home is a care home providing nursing and residential care for up to 50 people, some of whom are living with dementia. At the time of this inspection there were 22 people living at the home. People have their own rooms with en-suite facilities and access to a range of communal areas. The home is built over two floors.

We found the following examples of good practice.

- All staff and visitors had to wear appropriate personal protective equipment (PPE), complete a health declaration form, NHS Track and Trace information and had their temperature checked prior to entering the home. Additional cleaning of all areas and frequent touch surfaces was being carried out and recorded by housekeeping staff.
- Staff supported people's social and emotional wellbeing. The service had used different methods including information technology to assist communication with staff wearing face masks. The provider and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls, letters and social media.
- All staff, including catering and housekeeping staff had undertaken additional training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other Covid-19 related training.
- The manager explained the quality systems they had in place to check the service was providing safe care. There was a robust communication system on place to ensure staff received consistent updates in relation to infection control policy and practice.

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 assured that this service met good infection prevention and control guidelines.

Inspected but not rated

Redwell Hills 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.

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 [date] and was announced/unannounced.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

This inspection took place on 3 November 2020 and was announced.

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 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.