

Cornwallis Care Services Ltd

Rivermead View

Inspection report

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Tel: 01503262014

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13 August 2020

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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

We found the following examples of good practice.

The service had managed well after some of the people who used the service and staff members had caught the virus. Everybody had recovered.

The service reviewed their infection control policy in response to the pandemic. A specific covid-19 policy had also been developed to provide guidance for staff about how to respond to the pandemic. These policies were being updated as changes to government guidance was published.

The providers organisation kept staff up to date through on-line training and the registered manager spoke to staff to update them. The registered manager and deputy manager ensured staff understood why every measure was in place.

Staff were following current infection prevention and control guidance to help people to stay safe. Visitors and staff entered the premises into an area designated for hand sanitising, changing of clothes and putting on PPE. Appropriate waste bins were in place for the depositing of used PPE.

Staff helped people to stay in touch with family and friends through phone and video calls. Recently visitors could also book appointments to visit people in a safe way. The registered manager was communicating with people, staff and relatives regularly to ensure everyone understood the precautions being taken to keep people safe.

Staff supported people to occupy themselves whilst maintaining their safety. Most people preferred to spend their time in the communal lounge and staff supported them to do this whilst maintaining physical distancing.

The premises looked clean and hygienic. Additional cleaning processes had been put in place and there was a clear audit trail to check these were being completed.

The registered manager worked with the housekeeping team and care staff team to ensure infection prevention and control measures were followed.

Suitable audit systems were in place to check infection control standards, and ensure people stayed safe. These were being monitored and reviewed weekly. The service looked very clean.

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?

People were protected by systems in place to prevent and control infection.

Inspected but not rated

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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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 13 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.