

Tamaris Healthcare (England) Limited

# Riverside Court Care Home

## Inspection report

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17 February 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

Riverside Court Care Home provides nursing and care accommodation for up to 60 older adults and people living with dementia. There were 52 people in residence when we inspected.

We found the following examples of good practice.

The provider had good procedures for preventing visitors from catching or spreading infection. All but essential visiting had been suspended due to localised outbreaks of COVID-19. Any essential visits were individually risk assessed and visitors given a lateral flow test and supplied with personal protective equipment (PPE).

When visits could start again the provider had set up visiting areas external to the building, where people and their visitors could safely communicate. The visiting pods had a glass wall and a microphone system allowing people to communicate safely.

Good arrangements were in place so that people kept a safe distance in lounges and in the dining rooms. The staff understood how to support people to isolate and risk assessments were in place for people living with dementia who might find isolating difficult.

The provider had followed safe procedures when people were admitted to the home. People were expected to have had two negative COVID-19 test result before admission and were supported to self-isolate in their rooms for 14 days after moving to the home.

The staff and the people who lived in the home had been tested routinely. The registered manager had ready access to flow testing and could test people or staff displaying symptoms.

The home was clean and hygienic. Rigorous systems were in place to ensure good levels of hygiene. A deep clean of the home was underway when we inspected. There were cleaning schedules in place and other systems to ensure good infection prevention and control measures. Staff understood how to use and dispose of personal protective equipment.

Staff welfare was seen as being important in the service and staff were supported if they had to isolate or if they were unwell. The provider had arranged for staff to join their 'Happy Hub' that gave incentives and benefits through this difficult time.

People in the home had been protected from catching the virus and there had been no positive cases in the service. Staff were highly motivated and had kept people's spirits up throughout the pandemic. People had grown accustomed to staff wearing PPE. Safe distancing and infection prevention and control had not prevented people being involved in activities. Staff tried to keep things as normal as possible so that people would feel safe and well cared for.



## 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**

# Riverside 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.

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 17 February 2021 and was announced.

# 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 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.