

Care UK Community Partnerships Ltd

# The Terrace

## Inspection report

Maison Dieu  
Richmond  
North Yorkshire  
DL10 7AX

Tel: 01748822342

Website: [www.careuk.com/care-homes/the-terrace-richmond](http://www.careuk.com/care-homes/the-terrace-richmond)

Date of inspection visit:  
04 March 2021

Date of publication:  
29 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Terrace is a care home providing accommodation for nursing and residential care for up to 42 people. At the time of this inspection there were 36 people living at the home. People had access to communal areas. The home is built over four floors.

We found the following examples of good practice.

All essential visitors had to wear appropriate personal protective equipment (PPE). In addition, complete NHS Track and Trace information, have a negative COVID-19 test result and have their temperature checked prior to entering the home.

People were supported to receive organised visits from relatives in a designated safe indoor 'visiting pod' area with robust cleaning procedures in place.

The home had ample supplies of appropriate PPE which was stored hygienically and kept safe. Staff were provided with appropriate areas to put on, take off and dispose PPE safely.

Social distancing practices were in place at the home. Where people used communal areas such as dining rooms and lounge areas, they were able to share these spaces safely.

The home was clean and additional cleaning of all areas and frequent touch surfaces was in place and being carried out and recorded regularly by housekeeping staff. Additional deep cleaning was also carried out where required.

Staff completed online training and paper-based learning booklets provided by the local NHS infection prevention and control (IPC) team. Training included putting on and taking off PPE, hand hygiene and other IPC and COVID-19 related training and updates.

Daily walk arounds of the home were carried out by the registered manager. These included observations with all staff regarding safe use of PPE. Staff were able to access designated IPC champions for keeping up to date with current guidelines to help manage PPE requirements with staff.

The registered manager had quality systems in place to check the home was providing safe care. There was a robust communication system in place to ensure staff received consistent updates in relation to infection control policy and practice.

Staff supported people's social and emotional wellbeing. Meaningful activities were adapted and taking place in smaller groups. The home had used different methods including information technology to assist communication. Staff supported people to use other technology for making video calls to their families and friends.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Inspected but not rated**

Further information is in the detailed findings below.

---

# The Terrace

## **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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 March 2021 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 home.
- 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 home 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.