

Riva Limited

Alexandra Rose Residential Care Home

Inspection report

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15 March 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

Alexandra Rose Care Home provides care and accommodation for up to 32 people, some of whom live with dementia. Accommodation is provided in an extended residential building providing spacious communal areas and access to enclosed rear gardens.

We found the following examples of good practice.

Staff put on, took off and disposed of personal protective equipment (PPE) safely in line with the relevant guidance. Throughout our inspection staff were wearing the required levels of PPE and maintaining social distancing as much as possible.

Robust processes were in place for any visitors which were clearly displayed on entrance to the home and included a temperature check outside the home prior to entry. On entry visitors were asked to wash their hands in a sink placed just inside the entrance. Hand sanitiser was available, visitors were screened via a questionnaire. LFD tests were in place to ensure visitors were safe to have face to face contact with their relative following government guidance. Appropriate PPE was available for use.

Regular testing was completed for staff and people living at the service. This meant prompt action could be taken should anyone test positive for COVID-19.

Processes and policies were in place to ensure people were admitted safely and self-isolated for 14 days, in accordance with national guidance.

Staff had training to manage infection control and COVID-19. There was a contingency plan for the service to follow in case of an outbreak. Any double rooms were being used for single occupancy. This meant people had their own room and were less at risk of contracting COVID-19 if there was an outbreak.

The service was clean and hygienic. Robust cleaning measures were in place. For example, measures were in place to make sure high touch areas were cleaned on a regular basis and visiting areas were thoroughly cleaned prior to being used again. All bedrooms had been fitted with hand wash and paper towel dispensers.

Up to date policies, procedures and guidance for the service had been implemented. The staff were following current guidance.

Quality assurance audits were being completed during the COVID-19 pandemic to reflect best practice. Staff knew how to immediately instigate full infection control measures to care for a person with symptoms to avoid the virus spreading to other people and staff members.

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

Alexandra Rose Residential 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 the COVID-19 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 15 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 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.