

Ogwell Grange Limited

Ridgecourt Residential Care Home

Inspection report

27 Bridgetown Hill
Totnes
Devon
TQ9 5BH

Tel: 01803866152
Website: www.southdevoncareservices.com

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27 January 2022

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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

Ridgecourt Residential Care Home provides accommodation and personal care for up to 17 older people some of whom were living with dementia. People who live at the home access nursing care through the local community healthcare teams. At the time of the inspection 15 people were living at the home.

We found the following examples of good practice.

There were sufficient supplies of personal protective equipment and staff were supported to follow current UK Government guidance.

Consideration had been given to creative ways of minimising the spread of infection should an outbreak occur. For example, disposable hoist slings were purchased in readiness, and disposable medication pots were used instead of reusable pots.

One member of staff was appointed as infection prevention and control champion. They attended external training and then disseminated this to the staff team.

Staff worked flexibly to ensure all roles were covered, including care and management staff performing cleaning tasks where necessary. We observed that the premises was clean, tidy and odour free.

Visiting arrangements were assessed on an individual basis and took account of the person's individual needs and the visitors' personal circumstances. Visits were supported both inside and outside of the service, and essential caregivers were supporting people where appropriate.

A family member told us, "staff have been brilliant." They had been supported to visit their loved one throughout the pandemic, progressing from window visits to regular indoor visits with the precautions of lateral flow tests and masks as the guidance allowed it. Communication with families in relation to visiting arrangements had been good.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Inspected but not rated

Ridgecourt 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 27 January 2022 and was announced. We gave the service six days notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 somewhat 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.
- The service supported people to maintain contact with loved ones and to receive visits. Visiting arrangements were assessed on an individual basis and took account of the person's individual needs and the visitors' personal circumstances. Visits were supported both inside and outside of the service, and essential caregivers were supporting people where appropriate.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- Cleaning records were not always completed or reviewed. We have signposted the provider to resources to develop their approach.