

HC-One Limited

Richmond House

Inspection report

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25 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

Richmond House is registered to provide accommodation with care and nursing support for up to 49 people. Several of the bedrooms are for use by people requiring intermediate care and support for a short period of time. The home is set within its own grounds with car parking facilities. At the time of our inspection 49 people were living at the service.

We found the following examples of good practice.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. The premises had visible signage throughout to inform people and visitors of COVID-19 risks and IPC practices. All visitors had their temperatures checked and were required to complete a risk assessment and declaration before entering.

Care staff were managed appropriately and were zoned to specific areas. All staff had their temperatures taken twice a day and took part in regular COVID-19 testing.

Cleaning regimes and products had been changed to ensure robust processes were in place and that the products were suitable for COVID-19. Cleaning had been increased throughout the service and high touch surfaces were being cleaned more regularly.

Donning and doffing stations were situated in the service and personal protective equipment (PPE) was available throughout the building. Hand sanitiser systems had been secured onto the walls in all corridors. Staff had received training in IPC and PPE in relation to COVID-19.

Social distancing was promoted within the service by moving furniture in communal spaces. Appropriate measures were in place for people who were required to isolate. The provider had implemented a pod system to facilitate safe visits.

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

Richmond House

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 25 February 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.