

Sanctuary Care Limited

# Ridgewood Court Residential Care Home

## Inspection report

Ridgewood Drive  
Wirral  
CH61 8RA

Tel: 01513177171

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10 December 2020

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## Ratings

Overall rating for this service

Good 

Is the service safe?

**Requires Improvement** 

Is the service well-led?

**Good** 

# Summary of findings

## Overall summary

### About the service

Ridgewood Court Care Home provides accommodation for up to 60 people who need help with their personal care. At the time of the inspection 43 people lived in the home. Some of the people living in the home, lived with dementia.

### People's experience of using this service

The majority of people's risks were assessed. However, information and guidance for staff to follow with regards to people's medical conditions including those associated with mental health was limited. Medication management although overall satisfactory, required improvement in some areas. For example, records relating to prescribed creams and thickeners were not always clear. We spoke with the manager and regional manager about these issues and they told us they would address these areas immediately.

People's daily records showed that they received the care and support identified in their care plan. People looked well looked after, relaxed and comfortable in the company of staff.

Accident, incidents and any safeguarding events were properly investigated and reported with actions put into place to prevent it happening again.

Staff recruitment was safe and there was enough staff on duty to meet people's needs. People told us they felt safe and well looked after. They told us staff did a good job.

The home and the equipment in use was safe and properly maintained.

Good infection control procedures were in place to prevent and mitigate the risk of Coronavirus. There were sufficient supplies of personal protective equipment (PPE) and we saw staff wearing this appropriately.

The systems in place to monitor the quality and safety of the service were satisfactory and enabled the provider to identify where improvements to the service were required. People's feedback on the support they received had been sought with excellent results.

### Rating at last inspection and update

The last rating for this service was good (published 30 April 2019).

### Why we inspected

We received concerns in relation to infection control and staffing levels. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the

service can respond to coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection. The overall rating for the service has not changed and remains 'good'. This is based on the findings at this inspection.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

## 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 not always safe

Details are in our Safe findings below.

**Requires Improvement** ●

### Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

**Good** ●

# Ridgewood Court Residential Care Home

## **Detailed findings**

### **Background to this inspection**

#### The inspection

We carried out this focused inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act under the domains of safe and well-led, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was undertaken by three inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of service.

#### Service and service type

Ridgewood Court Care Home is a care home. People in care homes receive accommodation and personal care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission (CQC). The previous registered manager left in October 2020.

Having a registered manager, means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. A new manager had been appointed and was in the process of registering with CQC. The new manager had only been in post ten days prior to our inspection.

### Notice of inspection

This inspection was announced half an hour prior to the inspection. This was because infection control arrangements had to be agreed with the provider prior to our visit to mitigate the risk of any cross contamination or transmission of the Covid 19 virus.

### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We contacted both the Local Authority and the NHS infection Control Team to gain their feedback on the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all this information to plan our inspection.

### During the inspection

We spoke with five people who lived in home. We spoke with the new manager, the deputy manager, the regional manager, a senior carer and the wellbeing co-ordinator. We reviewed a range of records. This included four people's care records, a sample of medication records, three staff recruitment files and records relating to the management of the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection, this key question was rated as good. At this inspection, this key question has deteriorated to requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The majority of people's risks were assessed but information on people's medical and mental health needs required greater detail to ensure staff understood how to support people appropriately. The manager and regional manager assured us they would review this without delay.
- The home was safe and well maintained. Regular health and safety checks of the environment were undertaken.
- Accidents and incidents were properly recorded and monitored to enable staff to learn from and prevent similar accidents and incidents from occurring in the future.

Using medicines safely

- The management of medication overall, was satisfactory. Some improvements were required with regards to the administration and recording of people's thickening medication and prescribed creams. We spoke with the manager and regional manager about this. They told us they would address this immediately.
- Medicines were stored securely, and we saw evidence of regular checks by staff. Monthly audits were seen for each floor and any issues were addressed.
- Training records demonstrated that staff had been trained and assessed, and were competent to administer medicines safely.
- People told us they received the medicines they needed.

Systems and processes to safeguard people from the risk of abuse;

- People told us they felt safe at the home. One person told us, "I feel very safe here it is just like living in my own home, it is lovely. If I feel I need something the girls do their best to do it for me. The staff treat me very well".
- Records showed that safeguarding procedures were appropriately followed to protect people from risk of harm. An accurate log of all safeguarding incidents however needed to be maintained.

Staffing and recruitment

- Checks on the safety and suitability of staff to work with vulnerable people were completed prior to employment.
- On the day we visited, there were enough staff on duty to meet people's needs.

Preventing and controlling infection

- Staff had completed appropriate training and were aware of the need to control the potential spread of

infection.

- There were robust infection prevention control procedures (IPC) including those relating to COVID-19 in place. A recent NHS infection control team visit to the home had identified no IPC concerns.
- Sufficient supplies of personal protective equipment (PPE) was available.
- Social distancing rules were encouraged by staff as much as possible. One person told us, " Because of COVID the staff are wearing masks all the time and they have told me why. The staff also try to keep everyone apart as much as they can and we are all having COVID tests regularly".
- The provider was accessing testing for people using the service and staff.



# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture

At the last inspection this key question was rated as good. At this inspection, this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Continuous learning and improving care; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The new manager and regional manager were clear about their roles and responsibilities with regards to ensuring people received high quality care. One person told us, "There is a new manager, she is a very nice lady. She made herself known to everyone individually. She appears to be very capable and importantly the staff seem very comfortable with her".
- People were positive about the service and how it was run. People's comments included, "The home seems to be well managed as I feel as if I am living in my own home" and "The home is well managed and I am very happy here, nothing worries me about living here".
- There were systems in place to enable staff to learn from accident, incidents and safeguarding events so that they could improve the service and prevent them happening again.
- Staff meetings took place regularly to share information and learning with the staff team

Provider plans and promotes person-centred, high-quality care and support, and understands and acts on duty of candour responsibility when things go wrong

- People's care was planned and records showed people received the support they needed.
- There was a positive culture and homely atmosphere. People looked relaxed and comfortable in the company of staff. One person told us, "The staff are polite but they are funny too, we have good banter between us and they pull my leg in a nice way and I do the same to them". Another said, "They are like family to me. We talk to each other and chat about all kinds of things".
- People told us staff knew them well. One person said, "The staff know all my likes and dislikes and try to do the best for me all the time".
- The new manager was aware of their responsibility to report notifiable incidents to CQC.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- During the Covid 19 pandemic, special arrangements had been made to ensure people remained in contact with family and friends. This included a special 'visiting pod' that meant people's family and friends could visit their loved ones in a safe environment. Newsletters, social media, phone calls, text messages were also used to keep people in touch.
- Records showed that where people needed support from other health and social care professionals, referrals to specialist service had been made appropriately.
- People's views on the support they received had been sought by the provider, with 98% of people happy

with the care provided. People we spoke with confirmed this.