

Mary Rush Care Limited

The Retreat

Inspection report

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Tel: 01452728296

Date of inspection visit:
11 March 2021

Date of publication:
25 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 Retreat is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The Retreat can accommodate up to 14 people who have a learning disability, a mental health condition and/or dementia. At the time of our inspection 13 people were living there.

We found the following examples of good practice.

- Staff ensured the service was regularly cleaned. Increased cleaning hours had been introduced since the start of the pandemic. Cleaning staff now worked seven days a week.
- Staff were provided with guidance and training on working safely during the pandemic.
- There were infection prevention and control plans for staff to follow in the event of people needing to self-isolate.
- Staff and people had been tested for COVID-19 in accordance with national guidance.
- Staff used the Personal Protective Equipment (PPE) provided appropriately.
- Arrangements had been made for visitors to enter the care home through a designated entrance and to be screened and tested to ensure visits to people were safe.
- Staff wear name badges with photos to help people living with dementia identify them when staff are wearing PPE.
- Staff were supported both financially and practically when they had to isolate at home following a positive Covid test result. A member of staff told us "The registered manager and provider have supported us really well."
- The mental wellbeing of staff was supported through regular 'drop-in' sessions with the registered manager.

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

The Retreat

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 11 March 2021 and was announced.

Is the service safe?

Our findings

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.