

Crown Care IV Limited

The Richmond

Inspection report

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15 April 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

The Richmond is a care home which can accommodate up to 50 people who require accommodation for nursing and personal care. At the time of our inspection there were 35 people living in the home.

We found the following examples of good practice.

The home had systems in place to support relatives to visit their family members, minimising the risk of infection. Relatives and friends were encouraged to keep in contact with their loved ones via telephone and video calls. They were also able to visit in person, by appointment, meeting in a dedicated room with a separate entrance. The registered manager told us they would also adapt the garden to facilitate outdoor visits in warmer weather.

The registered manager and staff had considered how to prevent social isolation during the pandemic. They had put in place additional activities to ensure peoples well-being.

We observed signage around the home to guide staff on the use of protective personal equipment (PPE) and appropriate handwashing technique. The premises were clean and hygienic. Frequent touch points, such as handrails and door knobs were regularly cleaned. Staff supported people to keep apart as much as possible to try and maintain safe social distancing. For example, by moving chairs in communal areas further apart.

All people living and working at The Richmond had been offered a vaccine and were regularly tested for COVID-19 in line with government guidance.

Risk assessments were in place to consider and reduce any impact to people who used the service and staff who may be disproportionately at risk of COVID-19. These included Black, Asian and Minority Ethnic groups (BAME), people with learning disabilities and people with dementia.

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 Richmond

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 15 April 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 personal protective equipment (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.