

## Ridgegate Home for Old People

# Ridgegate Home

### Inspection report

88 Doods Road  
Reigate  
Surrey  
RH2 0NR

Tel: 01737242926

Website: [www.ridgegatehone.org.uk](http://www.ridgegatehone.org.uk)

Date of inspection visit:  
28 February 2022

Date of publication:  
08 March 2022

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Ridgegate Home provides accommodation, and personal care for up to 25 older people. The service is set over three floors with a communal lounge and dining area as well as a garden room where people can meet with visitors. At the time of our visit, 17 people were living at Ridgegate Home.

We found the following examples of good practice:

There were enough staff available to keep people safe and meet their needs. There were vacancies for care staff at the time of our inspection, which meant agency staff were used regularly. However, the registered manager was assured that these staff worked solely at Ridgegate Home. This helped ensure they got to know people and the risk of cross-contamination between services was reduced.

People who lived at the home were supported to access testing for COVID-19 and to have their COVID-19 vaccinations. If people contracted COVID-19, they were supported to self-isolate in their bedrooms. People were encouraged to take trips out with family members, but also reminded to be cautious when visiting public places.

The service had put measures in place to enable safe visiting. Visitors were required to provide evidence of a negative lateral flow test and to complete COVID-19 screening. Family visits were planned to ensure there were never multiple visitors in the home simultaneously. Professionals visiting the home also had to demonstrate their COVID-19 vaccination status.

The registered provider had converted the garden room within the premises to create a dedicated visiting pod. This enabled visitors during the pandemic to enter via a separate entrance and meet with their loved ones in a safe environment. The registered manager had also ensured people continued to maintain contact with their relatives through the use of video and telephone calls.

Staff took part in a COVID-19 testing regime. Any staff who contracted COVID-19 did not return to work until they had completed an appropriate period of self-isolation.

The premises were clean and hygienic. Additional cleaning staff had been recruited since the advent of the pandemic and standards of infection prevention and control (IPC) were audited regularly. Staff had access to the personal protective equipment (PPE) they needed and had attended training in its use. There were numerous PPE stations throughout the building.

Staff told us they felt supported and could speak with management at any time if they were concerned about COVID-19. They said they had access to plenty of PPE and felt safe within the service as systems were robust and they worked together as a team to help ensure people were kept safe and free from infection.

## 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**

# Ridgegate 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 28 February 2022 and was announced. We gave the service a short notice period 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.