

Rosehill (UK) Limited

Rose Hill Nursing Home

Inspection report

9 Rose Hill
Dorking
Surrey
RH4 2EG

Tel: 01306882622

Website: www.rosehillnursinghome.co.uk

Date of inspection visit:
02 March 2022

Date of publication:
10 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

Rose Hill Nursing Home is a nursing home in Dorking, providing accommodation, nursing and personal care to up to 35 people. At the time of the inspection, 26 older people with physical and health support needs, including dementia lived and received care in the home.

We found the following examples of good practice.

People's needs were reviewed to ensure appropriate support was provided in case they were diagnosed with COVID-19. For example, where people required increase in care this was provided in the home. People could host visitors and were supported to maintain contact with their loved ones when they could not see each other in person.

The registered manger implemented clear plans on management of any infection outbreaks in the home. Staff told us they had ongoing access to all required resources, including personal protective equipment (PPE), COVID-19 testing and vaccines. They had also received individual support from the registered manager. Staff commented they felt supported, received COVID-19 related training and could freely approach the registered manager with any queries.

We saw staff using PPE appropriately and cleaning was undertaken on the day of the inspection. There were clear plans and a risk assessment on how the home would adhere to the COVID-19 national guidance. Where required, staff were allocated to work in cohorts to minimise the risk of the infection spread.

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

Rose Hill Nursing 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 2 March 2022 and was announced. We gave the service a short notice of the inspection on the day.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We saw some of the bins in the bathrooms were not lidded or the lids were broken. We discussed this with the registered manager who assured us they would order a replacement straight away.
- 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 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.
- People were supported to have visitors as per the national guidance and the registered manager updated people's loved ones and representatives about any changes.

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.