

Care UK Community Partnerships Ltd

Ridley Manor

Inspection report

The Row
Lane End
High Wycombe
Buckinghamshire
HP14 3JS

Tel: 01494412252

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21 February 2022

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16 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

Ridley Manor is a nursing home providing accommodation and personal care for up to 72 older and younger people and those living with physical or sensory disabilities or dementia. Accommodation was provided over three floors.

We found the following examples of good practice.

Processes were in place to assist people with visiting the service in a safe way using personal protective equipment (PPE) and sanitisation. Guidance in the form of posters directed visitors on the correct way to use protective equipment such as masks. These were displayed throughout the building.

A pod for visitors ensured people were kept safe and reduced the risk of cross contamination.

Systems were in place to protect people from the spread of infection by using isolation, zones and cohorts. This meant people who tested positive, lived together in a segregated part of the service until they tested negative for the virus. They were cared for by the same staff.

The home was clean and hygienic, with regular cleaning taking place of high touch spots such as light switches and door handles. Audits ensured the building was safe for people and the risk of cross contamination was minimised.

Staff were trained to understand and practice good hand hygiene and the donning and doffing of PPE.

The service had a designated Covid coordinator. They worked alongside clinical staff to ensure the service was compliant with government, Public Health England and the provider guidance.

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

Ridley Manor

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 22 February 2022 and was announced. We gave the service 24 hours' notice 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 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.
- We were assured that the provider's infection prevention and control policy was up to date

Visiting in care homes

- 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.