

Riversway Care Limited

# Riversway Nursing Home

## Inspection report

Crews Hole Road  
St George  
Bristol  
BS5 8GG

Tel: 01179555758

Website: [www.springhillcare.com](http://www.springhillcare.com)

Date of inspection visit:  
16 February 2022

Date of publication:  
18 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

### About the service

Riversway is a care home that provides accommodation, for 63 people who require nursing and personal care. The service is provided in accommodation over two floors. At the time of this inspection 53 people were living at the home.

### We found the following examples of good practice

There was a Covid outbreak at the time of the inspection. Whilst we were walking around the home we saw that most people who did not have Covid had chosen to spend time in their personal rooms to help them keep safe. There were two people who were sat socially distanced in one of the lounges. Although they were not able to communicate through questions and answers, they appeared happy and relaxed in their home.

The emotional wellbeing of people, their families and staff had been supported throughout the pandemic. We read comments sent to the registered manager which she had received from relatives. These included, "I wanted to thank you and all the fantastic office staff for the times given to me to see my relative through these tricky Covid times", "We know the pandemic is not over but thank you for an outstanding job of shielding our relative and other residents in your care", "We know its not been easy but all your hard work and dedication in safeguarding everyone has made a huge difference" and "You are taking care of our loved ones, please take care of yourselves, you could not have done more".

All visiting arrangements followed government guidance, and these were adjusted dependent on whether there was an outbreak. In the event of an outbreak the manager had ensured every person living in the home had access to a nominated Essential Care Giver (ECG). This was usually a family member, but an alternative significant other would be nominated for those who did not have family. Enhanced risk assessments ensured this was managed safely and that all relevant testing and the use of PPE was maintained at all times. End of life visits had also been supported and respected so that people could spend time with those people who were important to them.

We spoke with five staff who spoke positively about their safety and how they worked together. Comments included, "I feel safe here. When Covid hit us, I was anxious and worried, but we just got on with it", "I do feel supported and safe here. I wear my PPE and take extra precautions entering rooms where people have Covid", "We have no choice but to just pull together and care for people" and "We are slowly returning to normal now. I did panic at the start of this outbreak, but everything is ok. We have a nice team here and we support each other".

The registered manager and deputy spoke with us about staff and the positive impact working alongside each other had progressed and changed during the pandemic. They were very proud of all staff and told us they had worked incredibly hard during challenging times. Staff were encouraged to consider and celebrate positive outcomes. Motivational support had been key to promote and improve camaraderie, closeness and bonds with each other.

The providers workforce contingency plan had ensured people's safety and quality of care had not been compromised. People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained strong. When people were admitted to the home, risk assessments were completed, and people isolated in line with current guidance. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

Audits were complicated, and actions would be taken to ensure improvements were made if necessary. Staff had received IPC training and regular updates were provided. There was effective, supportive communication between the provider, managers, staff, people using the services and their relatives.

## 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**

# Riversway 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 16 February 2022 and was announced. We gave the service short 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 somewhat assured that the provider was using PPE effectively and safely. However one member of staff had not been wearing a face covering. The provider had not followed the guidance from the DHSC (Department Health Social Care). After our visit we received written confirmation and evidence that this had been addressed by the registered manager. We have also signposted the provider to resources to develop their approach
- 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 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.
- 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.