

Romney House Limited

# Romney House

## Inspection report

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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

Romney House is a residential care home providing accommodation and personal care for up to 20 older people in one building. There were 14 people using the service at the time of the inspection.

We found the following examples of good practice.

The positive impact visitors had on people's wellbeing was recognised. All visits were undertaken in line with government guidance, and there was regular communication to ensure any changes to visiting arrangements were discussed, understood and respected. An electronic, large screen device had been purchased to help people keep in regular contact with family and friends. The device was also used to enhance opportunities for social activity.

The service had introduced strict measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 in the entrance hall and were provided with personal protective equipment (PPE) to wear whilst in the home. Staff escorted all visitors to and from their required point of contact. Earlier in the pandemic, screens and a visiting pod were used to enhance safety. The home enjoyed a large garden, which facilitated visits in the better weather.

Additional cleaning measures had been introduced. As a result of a budget increase, another housekeeper had been deployed. There were cleaning schedules which covered additional cleaning of high touch areas, such as door handles. Areas seen during the inspection were clean and there were no offensive odours. Recommended cleaning substances were used, to help combat COVID-19 and other viruses.

There were ample supplies of personal protective equipment (PPE). Staff wore this correctly, and had received training on how to put it on and take it off safely. Staff had completed a range of other training related to infection prevention and control. Clear records demonstrated when the training had taken place.

The service had an infection control policy, which was regularly updated as guidance changed. The information was regularly discussed with the staff team. Staff were encouraged to raise any concerns they might have about COVID-19 and the wider pandemic. Checks were undertaken to ensure the required infection control measures were being followed.

Regular testing for COVID-19 was being carried out for people who used the service and staff. The tests were recorded and registered in line with current guidance.

The provider had effective systems in place to check staff and professional visitors were vaccinated against COVID-19. All professional visitors had to show their vaccination status before being allowed into the home. Staff took their temperature, and they were asked to sign a declaration. This confirmed they had no symptoms, or had been in recent contact with anyone who had tested positive with COVID-19.

## 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**

# Romney House

## **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 3 February 2022 and was announced. We gave the service one days' 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 service was ensuring people received visitors in line with government guidance. The importance of visitors was recognised, and regular communication was ensured to keep them up to date with any changes in visiting arrangements.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.