

Methodist Homes

Riverview Lodge

Inspection report

Birchen Grove
Kingsbury
London
NW9 8SE

Tel: 02082053190

Website: www.mha.org.uk/care-homes/dementia-care/riverview-lodge

Date of inspection visit:
25 February 2022

Date of publication:
12 April 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Riverview Lodge is a residential care home providing accommodation and personal care for older people, some of whom live with dementia. The home can support up to 36 people in three separate units, each of which has separate facilities and communal spaces. At the time of this inspection 35 people were living at the home.

We found the following examples of good practice.

Everyone entering the home was required to wash and sanitise their hands and received a temperature check before being allowed to leave the reception area. All staff and visitors were required to don personal protective equipment (PPE) such as face masks, and disposable gloves and aprons, where appropriate, before entering any part of the home. Visitors were required to demonstrate a negative lateral flow test (LFT) for COVID-19 prior to entering any of the units at the home.

Visiting for people from family and friends was consistent with current government guidance. Visits were arranged by appointment to enable staff to have time to sanitise areas after each visit. Staff had used laptop computers/tablets to enable people to keep in touch with friends and family where they or their loved ones were isolating. A faith representative had visited the home regularly throughout the COVID-19 pandemic.

All staff were required to demonstrate a negative lateral flow test result before commencing work shifts. The provider paid full salary to staff who were required to isolate following a positive test result to ensure they were not financially disadvantaged.

All staff received training on COVID-19, infection control and the safe use of PPE. The home had sufficient stocks of PPE.

Members of the housekeeping team were observed cleaning frequently touched surfaces, such as light switches and door handles throughout the day. Seats and tables in communal areas were immediately cleaned after use. Care staff carried out these cleaning tasks during the evenings and at weekends. This helped prevent and control infection within the home.

Staff were rostered to work in specific units at all times. Activities were repeated in each unit so that small groups of people could participate with their regular staff members in a socially distanced way.

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

Riverview Lodge

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 25 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.
- The provider had followed government guidance throughout the COVID-19 pandemic in relation to visiting in care homes. Arrangements were in place to support people's personal visitors to take a lateral flow test on entry to the home with a comfortable area available for them to sit whilst awaiting the result. PPE, including masks, and a hand washing and sanitising areas were available to all visitors at entry. Temperature checks were undertaken for all visitors. Professional visitors were required to show evidence of COVID-19 vaccination status, and evidence of a lateral flow test taken on the day of the visit. The home had procedures people to receive visitors safely if there were other people isolating following positive COVID-19 tests. For example, visiting for people nearing the end of life had continued. Enhanced PPE was available for visitors if required. People were supported to have 'virtual' visits with family members if they or a loved one were isolating.