

Alphacare Holdings Limited

The Cedars Nursing Home

Inspection report

Northlands
Landford
Salisbury
Wiltshire
SP5 2EJ

Tel: 01794399040

Date of inspection visit:
03 December 2021

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14 January 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
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Summary of findings

Overall summary

About the service

The Cedars Nursing Home is a care home providing personal and nursing care to 39 people aged 65 and over at the time of the inspection. The service can support up to 59 people.

People live in two areas of the building, one of which specialises in providing care to people living with dementia. Part of the care home is undergoing refurbishment which is sectioned off from the main part of the building.

People's experience of using this service and what we found

This was a targeted inspection in response to information received about low staffing levels at night impacting people's care, that people were being woken up early and monitoring documentation had not been completed.

During our inspection we found no concerns in relation to these areas. We visited the service in the early hours to corroborate the information of concern.

Staffing levels were appropriate and in line with the services assessment of people's support needs. The atmosphere was calm with two people awake which was their choice. Risks to people were monitored and documentation completed. Staff had a good knowledge of people they supported and respected their privacy.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 19 July 2021). As this inspection only considered the key question of 'Safe' we have not made any changes to this rating.

Why we inspected

We undertook this targeted inspection to check on concerns that were raised with us about specific practices at the home. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our

reinspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected not rated

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

The Cedars Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements on specific concerns we had about low staffing levels at night impacting people's care, that people were being woken up early and monitoring documentation had not been completed. As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was completed by two inspectors.

Service and service type

The Cedars Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced and started at 05:30hrs.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with one person about their experience of the care provided. We spoke with five members of staff including the registered manager, deputy manager, nurses and care workers.

We reviewed a range of records relating to people's health needs.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We spoke with one professional who supports the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns about staffing levels, people being woken up early and documentation managing risks to people. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- During the inspection we didn't see evidence to support the specific concerns about low staffing levels.
 - There was a good staff presence and we saw staff responded quickly to any requests for assistance.
- The service assessed people's support needs against their dependency tool to calculate staffing levels to ensure people living at the service were supported safely.
- We reviewed rotas which showed that staffing numbers were supported by agency workers and within their required staffing levels.
- Recruitment was in place for planned vacancies at the service. The registered manager told us two staff members were recently recruited to ensure the staff team had the required skills and knowledge to support people.

Systems and processes to safeguard people from the risk of abuse

- Daily records confirmed people were not woken early unless necessary.
- On our arrival two people were awake in the service. Staff and records confirmed this was appropriate for their circumstances.
- Staff told us people wouldn't be woken early unless needed and were confident to raise any concerns directly to management.

Assessing risk, safety monitoring and management

- The service had appropriate records in place to manage risks associated with eating, drinking, and skin integrity. Hourly wellbeing checks by staff were complete showing people were regularly monitored.
- Staff knew which people were at an increased risk of harm due to taking blood thinning medicine and the process to follow when people have fallen.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was using PPE effectively and safely.