

Cedar Court Care Ltd

# Cedar Court Nursing Home

## 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

### About the service

Cedar Court Nursing Home is a care home providing personal and nursing care to 25 people aged 65 and over at the time of the inspection. The service can support up to 25 people.

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

People were happy with the care home and the staff that provided their care.

People felt safe living at the home and staff knew how to report possible harm. Staff assessed and reduced risks as much as possible, equipment was in place to help people remain as independent as possible and this was stored appropriately. Kitchen staff received the training needed to enable them to reduce risks to people. Staff used protective equipment, such as masks, gloves and aprons, the service was clean and measures had been taken to reduce the risk of transmission of infection.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 9 February 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about falls, fire safety, training for kitchen staff and access to dining and lounge tables and seating. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or 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 re-inspection 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?

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**

# Cedar Court Nursing Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about falls, fire safety, training for kitchen staff and access to dining and lounge tables and seating.

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

This inspection was carried out by one inspector.

#### Service and service type

Cedar Court 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.

#### What we did before the inspection

We looked at all the information we held about the service including notifications. A notification is information about events that the registered persons are required, by law, to tell us about. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection-

We spoke with one person living at the service, three staff members, including the registered manager, care and kitchen staff. We carried out observations to help us understand the experience of people who could not speak with us and how the service was running.

After the inspection

Due to the COVID-19 pandemic the registered manager sent us information and records electronically. We reviewed three people's care records and information about falls and assessing risks.

# 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 we had about falls, fire safety, training for kitchen staff and access to dining and lounge tables and seating. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- We received concerns prior to this inspection that people were at risk of being pushed over by another person and that one person was being restrained in order to have a shower. Staff explained how they supported the person to shower, but that this was never forced and they did not need to restrain the person. The person's care records also showed how staff were guided to support the person without restraint. The registered manager confirmed that there was no-one living at the service whose behaviour put other people at risk of being pushed over.
- The provider had effective safeguarding systems in place. Staff told us they had received safeguarding training and they understood what to do to protect people from harm, and how to report concerns. One person told us they felt safe living at the home and would be able to speak with the registered manager or other staff if they had any concerns. We received no notifications about incidents of possible harm, and the registered manager confirmed that there had been no incidents of challenging behaviour.

Assessing risk, safety monitoring and management

- We received concerns prior to this inspection that risks were not always assessed adequately and this meant people were put at risk from falls, challenging behaviour, fire safety and staff not being properly trained to work in the kitchen area. Staff assessed risks to people's health and welfare in areas such as, behaviour that challenges, or moving and handling. They followed actions to reduce risks and these assessments, as well as care plans, provided guidance about how to support people during these times.
- Staff completed risk assessments in relation to people's environment. These included those for fire safety and equipment and records showed staff completed regular checks and updated personal evacuation plans as needed. Fire safety equipment was in place and safety checks had been carried out on extinguishers. We saw that fire doors were kept clear and staff told us each piece of equipment had its own specific storage area. They kept flammable objects, such as batteries, in a secure location when charging.
- Kitchen staff confirmed they had the qualifications required to carry out their role and that they had received updated training when this was required. This ensured that staff working in this area had the skills and knowledge to reduce risks to people and to keep them safe.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.