

HC-One Oval Limited

The Cambridge Care Home

Inspection report

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Chesterton
Cambridge
Cambridgeshire
CB4 1NQ

Tel: 01223323774

Date of inspection visit:
21 August 2020

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17 September 2020

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

The Cambridge Care Home provides accommodation, nursing and personal care to up to 90 older people, some of whom are living with dementia. The service is set over two floors and has various communal rooms and a secure garden available for people to use.

We found the following examples of good practice.

- The staff at the service booked in visitors for socially distanced 'window visits' and 'garden chats' with people living at the service. The times were spread out and the number of visitors at one time was monitored to avoid potential infection transmission with other visitors. All professional visitors to the home had their temperature checked and had to complete a questionnaire before entering the building. PPE had to be worn.
- Social distancing was difficult for people living with dementia to understand and remember. As such, the registered manager and staff team had looked at different ways to try to keep people as safe as practicable. They said activities had increased to provide distractions and there had been increased cleaning of 'frequently touched' surfaces such as door handles and handrails.
- The registered manager also showed us photographs used which showed staff members and how they can be identified with and without a face mask. This was put in place to reassure people who may become anxious due to staff's face masks.
- End of Life 'compassionate visits' continued during lockdown. One family member at a time could spend up to twenty minutes [each visit] with their relative in their room. The visitor would be given PPE and access to a 'comfort basket/box' designed by the deputy manager that included toiletries and tissues for the visiting relative to use, if needed, during their visit.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Cambridge Care 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 21 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ 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 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.