

St Philips Care Limited

Cathedral Care Centre

Inspection report

23 Nettleham Road
Lincoln
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20 January 2022

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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

Cathedral Care Centre is a residential care home providing personal care to 24 people at the time of the inspection. The service can support up to 38 people in one adapted building.

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors were required to show a negative COVID-19 test and personal protective equipment (PPE) was worn by all visitors. People had also been supported to maintain contact with friends and family during the pandemic via window or garden visits and telephone calls.

The service was clean and hygienic and infection prevention and control, best practice guidance was maintained. This included regular cleaning of high touch areas.

Staff participated in the testing and vaccination programme. We observed staff wearing the correct PPE throughout our inspection. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

People had been supported to participate in the COVID-19 testing programme and vaccination programme. COVID-19 related risk assessments had been completed, and contingency plans were in place to manage a COVID-19 outbreak.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their bedrooms where necessary.

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

Cathedral Care Centre

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 20 January 2022 and was announced. We gave the service 18 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.
- The registered manager told us they would review the infection prevention and control policy, which we found did not contain enough detail about COVID-19.
- Visiting was allowed at the service and government guidance was being adhered to. Essential care givers were visiting the service during the recent lockdown, however at inspection we identified one relative who was not fully aware of this opportunity. The registered manager told us this would be explained to people and their relatives again, to ensure they were all aware of the essential care giver role. Every person should be supported to choose an essential care giver to benefit from companionship and additional care and support provided by someone with whom they have a personal relationship.

We have also signposted the provider to resources to develop their approach.

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.