

Parkcare Homes (No.2) Limited

Cherrywood House

Inspection report

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Somerset
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20 August 2020

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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

Cherrywood House provides accommodation and personal care for up to 12 people who have a learning disability, autism and communication difficulties. Ten people were living at the service at the time of our inspection. One of these people lived in a self contained flat in the service. The other people had individual bedrooms and shared communal areas.

We found the following examples of good practice.

- People were supported to keep in touch with families and visits were planned and well organised to reduce risk and avoid the potential spread of infection. Visitors received information before coming to the service so they know what to expect. This included signing a health declaration and wearing the personal protective equipment (PPE) which was provided. People had a document in their care records entitled 'My Visiting Plan' which reviews individual risks and provides guidance to ensure people and visitors are protected as far as possible.
- A social story had been created about 'Cory the Corona' to share information about coronavirus in an accessible way. Creating a character helped people's understanding and shared information meaningfully. This supported them to follow infection control measures and social distancing requirements.
- Staff had carried out individual assessments about Covid testing for people who did not have the capacity to give informed consent. Risk and context was considered, as well as distress to the person and the wishes of the family. This ensured testing was carried out in the person's best interest.
- Staff were supported by regular supervision and contact with the registered manager and senior staff. Risk assessments had been carried out for those who were in high risk groups. When staff were on sick leave, the manager kept in contact with them and data is regularly sent to the provider to ensure all absence is monitored. On returning to work, a risk assessment was carried out with staff to ensure they were safe and able to resume their role.
- Staff had received additional infection prevention and control (IPC) training, and the local IPC lead was planning to attend additional training. Plans were also in place for staff to receive training in RESTORE2. This training supports staff to recognise physical deterioration in a person, act appropriately and carry out physical observations to ensure the person receives timely support and safe care which meets their individual needs.
- Contingency plans were in place to manage ongoing or future outbreaks or other events effectively. The provider collected data and regular reports from the service. This information was analysed and used to inform future incident management and support learning.

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 that people were protected by the prevention and control of infection.

Inspected but not rated

Cherrywood House

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 20 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 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.