

Connifers Care Limited

Cedar House

Inspection report

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08 February 2022

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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

Cedar House is registered to provide two regulated activities; accommodation for persons who require nursing or personal care and personal care. The service is a residential care home and also provides domiciliary care services to people living in supported living schemes.

This inspection only looked at infection prevention and control at Cedar House, the care home only.

Cedar House can support up to six people. At the time of this visit, six people were living at the home.

We found the following examples of good practice.

- Information was available to all visitors which specified the processes in place to facilitate safe visits. A designated visiting area was available to support safe visits, which was accessible through a side entrance which minimised foot fall through the main home, minimising risk of transmission of infection.
- Where other visitors arrived at the home such as health and social care professionals, they were screened for symptoms of COVID-19, asked to completed lateral flow device tests, provide proof of vaccination and were provided with Personal Protective Equipment (PPE). This enabled the service to protect people, staff and visitors.
- In addition, the service also has an open garden area with separate access to allow safe visiting, weather permitting.
- The service ensured all staff received appropriate training, support and guidance throughout the pandemic period. Observation and reflective practices were used to assess staff competency in these areas.
- Staff were observed to be wearing PPE in line with government guidance and the providers policy.
- COVID-19 care plans and individualised risk assessments had been completed for people, which considered risks associated with their health and medical support in relation to COVID-19. The assessment also provided guidance to staff on how minimise risk. The care plan also included information on people's care and support needs and how they wished to be supported especially in relation to COVID-19.
- The service monitored and screened people living at the home and staff daily for any signs or symptoms of possible infection. This enabled the service to take immediate action if anyone was identified with symptoms of COVID-19 to prevent and minimise the risk of transmission.
- People and staff had access to regular COVID-19 testing as per government and Public Health England guidance.

- New staff rotas had been devised to minimise staff movement across services especially where active outbreaks had been identified within the providers other registered locations. This minimised and prevented the risk of transmission.
- The home was clean and hygienic. Robust cleaning processes in place followed the providers Infection Prevention and Control policy and procedures. Overall cleaning responsibilities was the responsibility of the entire staff team to ensure good infection prevention and control.
- The provider followed current guidance and directives in relation to the COVID-19 pandemic. All information was shared with all staff through regular meetings and daily handovers.

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?

Further information is in the detailed findings below.

Inspected but not rated

Cedar 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 8 February 2022 and was announced. We gave the service 24 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 admitting people safely to the service.
- We were assured that the provider was using Personal Protective Equipment (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.

Visiting in care homes

- The provider confirmed that processes in place to support safe visiting was in line with current government guidance.
- Information was available to all people, relatives and visitors about how safe visits would be facilitated.
- A designated visiting area was available to support safe visits, which was accessible through a side entrance which minimised foot fall through the main home, minimising risk of transmission of infection.
- All visitors to the home were screened for symptoms of COVID-19 and were required to undertake a lateral flow device test before their visit. All visitors were provided with the required PPE to wear during the visit. This enabled the service to protect people, staff and visitors.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.