

Oak Care Limited

Cherry Tree Manor

Inspection report

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Adeyfield
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Hertfordshire
HP2 5LB

Tel: 01442217621

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24 March 2021

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14 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Cherry Tree Manor is a 'care home' registered to provide accommodation and personal care for up to 58 people. At the time of this inspection, 37 people were living at the service.

We found the following examples of good practice.

- The service was receiving visitors with clear infection control procedures in place. All visitors were directed to a separate entrance on arrival where they were welcomed by a member of staff and screening took place. All visitors were required to wear personal protective equipment (PPE).
- Face to face visits, where one nominated visitor and people could meet and hold hands, were taking place in designated rooms, or within people's bedrooms if this was required. Visits were pre-arranged, with visitors being provided with a rapid test for COVID-19, guidance and personal protective equipment (PPE). Other visitors were also able to continue visiting, with garden visits or 'window visits' being facilitated if this was preferred. All visiting areas were cleaned between visits.
- The service was clean and hygienic. Cleaning schedules were in place, with tasks methodically completed throughout the day.
- The provider had developed procedures and guidance for people and staff in response to the COVID-19 pandemic. Risks to people and staff in relation to their health, safety and wellbeing had been assessed.

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

Cherry Tree Manor

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 March 2021 and was unannounced.

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 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 somewhat assured that the provider was using PPE effectively and safely. We observed three members of staff who were not wearing face masks correctly. The registered manager confirmed they would address these issues immediately with the staff team. All other staff were seen wearing PPE appropriately for the tasks they were completing.

We were not assured that the provider was accessing testing for people using the service and staff. People living at the service were being routinely tested for COVID-19. However, staff were not completing rapid tests for COVID-19 twice weekly in accordance with government guidance. The provider confirmed they would immediately begin this regime of routine testing following our feedback.

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