

Homebeech Limited

Cherington

Inspection report

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23 March 2021

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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

Cherington is a care home registered to provide nursing and residential care for 42 people living with various health conditions, including dementia. At the time of our visit, there were 35 people in residence. Accommodation is over three floors and includes communal lounges and a dining room. There is a garden to the rear of the property.

We found the following examples of good practice.

People had been supported to use technology to keep in touch with family and friends. The provider had recently boosted the WiFi throughout the home to support video calling with relatives and professionals. The registered manager sent photos of people at the home to relatives on special occasions such as birthdays or Mothering Sunday. One relative told us, "They made a huge effort, which was lovely".

There were clear processes in place for visitors. A handwashing sink had been installed in the porch and PPE was provided. To promote safe and comfortable visiting for people and their relatives, the registered manager had dedicated a bedroom as a visiting space. Visits were supported and all staff had been trained in how to carry out and register lateral flow test results.

Relatives spoke positively about the care provided and the way the home had communicated with them throughout the pandemic. One relative told us, "They have been very careful". Another said, "I think they have coped very well and communicated well, the staff are absolutely wonderful".

The manager had clear procedures for infection and prevention control in place, which were understood and followed by staff. All staff had received additional training in infection prevention and control. A staff member told us, "(Registered manager) is fantastic. She has been so good (dealing with the pandemic), I give her top marks for that".

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

Cherington

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 23 March 2021 and was announced.

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's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach. To ensure safe staffing levels at the home, the registered manager used agency staff. The majority of these temporary staff worked exclusively at Cherington. Some agency nurses, however, also worked in different settings. This increased the risk of infection. The registered manager was aware of this risk and explained the actions she and the provider were taking to agree exclusive contracts for agency nurses and to recruit their own staff.