

# Gresham Care Limited

# Cavendish

## Inspection report

10 Cavendish Road  
Redhill  
Surrey  
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Tel: 01737224497

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20 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Cavendish is a care home providing accommodation and personal care for up to six adults with autism and/or learning disabilities. The home was fully occupied at the time of our inspection.

We found the following examples of good practice.

The home was clean and hygienic. Staff had implemented additional cleaning schedules since the beginning of the pandemic, including for high-touch areas such as door handles. The provider had an appropriate infection prevention and control (IPC) policy and IPC audits were carried out regularly to ensure standards were maintained.

The provider had implemented measures to reduce the risk of infection. Staff had access to the personal protective equipment (PPE) they needed for their roles and had received training in its use. The provider had implemented measures to manage risks to people who lived at the home and staff. Risk assessments had been carried out to identify and mitigate risks, including for people in vulnerable groups. The provider had a contingency plan for the home, which had been reviewed in the light of changing Covid regulations.

Staff at the home had accessed weekly Covid testing. If positive test results were returned, staff did not return to work until they had completed an appropriate period of self-isolation. People who lived at the home also had access to testing and the provider sought their consent to this. The provider had procedures in place to ensure decisions were made in people's best interests if they lacked the capacity to make a decision. If people returned positive test results, staff supported them to self-isolate in their bedrooms.

People had access to healthcare advice if they needed it. The registered manager told us the service received good support and regular communication from the local GP surgery. Routine healthcare appointments had taken place via video link. Dental check-ups had been postponed due to the pandemic but the registered manager told us no-one had needed dental treatment.

People's regular activities had been suspended due to the pandemic. As a result, staff had focused on the provision of in-house activities. The registered manager said staff aimed to provide activities that people had enjoyed before the restrictions, such as cookery, arts and crafts and IT.

People's families were unable to visit the home at the time of this inspection due to national coronavirus restrictions. Some people had mobile phones which they used to keep in touch with their families and staff had supported people to contact their families through video calls. The registered manager said staff had used resources such as social stories to provide information about Covid-19 in an accessible way, which had helped people understand the reasons for Covid restrictions.

There were no plans for new admissions to the home. The provider had appropriate procedures in place to ensure any new admissions were made safely following an assessment and the development of a

personalised support plan.

The provider had supported staff during the pandemic through the provision of information and guidance, at team meetings, handovers and individual supervisions. Staff had opportunities to discuss any anxieties or concerns they had. The provider had nominated 'mental health first aiders' who were available to any staff needing support in the organisation.

The movement of staff in and out of the home had been minimised. The registered manager told us the staff at Cavendish only worked at this service. The provider had given staff lifts to and from work when they would ordinarily have used public transport. The service had not needed to use agency staff to cover permanent staff who were self-isolating.

The registered manager had sought and implemented advice from relevant agencies and professionals, such as Public Health England and the Clinical Commission Group's Infection Prevention lead. The registered manager had attended Covid training for managers provided by the local authority.

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 the provider was operating safe infection prevention and control procedures.

**Inspected but not rated**

# Cavendish

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 20 November 2020 and was unannounced.

# Is the service safe?

## Our findings

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 had appropriate procedures in place for 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.