

Cheriton Care Centre Limited

Cheriton Care Home

Inspection report

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Date of inspection visit:
20 January 2022
25 January 2022

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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

About the service

Cheriton Care Home is a residential care home providing personal care to 56 people aged 65 and over at the time of the inspection. The service can support up to 71 people across two separate wings known as Badbury and Maumbury.

People's experience of using this service and what we found

We received feedback that indicated a lack of robust systems around ensuring people were eating and drinking enough. People were offered regular drinks and referrals were made to support people who were at risk of not eating sufficient amounts. We found the oversight of people's fluid intake was not monitored sufficiently. The provider identified an issue that had arisen with the electronic recording system and acknowledged the impact of this on their oversight of fluid intake. They implemented more robust measures immediately. We have made a recommendation about this.

People lived in a home that was kept clean. One person who had worked in health services told us they had high standards and they thought the home was kept clean. We noted that care staff were not doing additional cleaning of touch points after the housekeeping staff had left. The registered manager implemented this straight away. This is important to reduce the chance of cross infection.

People were supported by staff who were kind and knew them well. One person told us "I am very happy. The staff are very kind and welcoming." Another person said "The staff are kind and helpful. I quite like it here."

People were supported by staff who understood how to reduce the risk of cross infection. Staff wore personal protective equipment (PPE) and mostly demonstrated good hand hygiene practice. The registered manager addressed issues identified during the inspection immediately and effectively.

People were supported by staff who were clear about their roles and what people needed from them. There were enough staff deployed to meet people's needs.

People were being supported to see visitors safely, and to go out of the home, in line with current government Covid-19 guidance. At the time of our visit, essential care givers and those whose loved ones were receiving end of life care were able to visit in doors due to a Covid-19 outbreak. Essential Care giver status is given to a relative or friend in order that they can provide enhanced emotional or physical support to a person to ensure their well-being. Essential care givers are subject to the same testing regime as the staff in the care home and can visit more frequently and for longer to provide the identified support. Outdoor visits were risk assessed on an individual basis.

Staff told us they felt supported by each other and the senior team.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 16 March 2019)

Why we inspected

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We inspected and found there was a concern with ensuring people were getting enough to eat and drink so we widened the scope of the targeted inspection to include this question. We were assured by the provider's actions.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at infection prevention and control and the parts of this key question we had specific concerns about.

Inspected but not rated

Cheriton Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 20 January 2022 and 25 January 2022.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Cheriton Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we have received from the provider and feedback from partner agencies to support our inspection planning. We reviewed feedback from relatives provided as part of a monitoring assessment. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We used all of this information to plan our inspection.

During the inspection

We spoke with eight people who used the service, a health professional and two visitors about their experience of the care provided. We spoke with ten members of staff, the registered manager and three representatives of the provider organisation.

We reviewed a range of records. This included two people's care records and a variety of records relating to the management of the service.

After the inspection

We received further evidence of action taken by the provider to rectify an error in the electronic recording system.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check IPC measures. Whilst we were inspecting we identified a specific concern regarding the risk management related to ensuring people were eating and drinking enough. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- We received feedback from a visitor and a health professional regarding their confidence that people who were at risk of not eating and drinking enough were supported safely. We spoke with people and staff and reviewed referrals to specialist health care professionals. Staff were confident that they shared information about people's needs appropriately and people told us the food was good and mostly they did not have to wait for drinks. Records related to drinking did not support this. We discussed this with the registered manager and provider representatives. They took immediate action to address an error in the electronic recording system. They also told us they were reviewing all quality assurance processes to enable improved oversight. We have not been able to assess the effectiveness of these actions.

We recommend that you develop the oversight of food and fluid monitoring to ensure people are supported safely with drinks and food.

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

Preventing and controlling 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. The registered manager was working to ensure all essential care givers were taking part in the home testing programme.

- We became assured that the provider was promoting safety through the layout and hygiene practices of the premises. Additional cleaning was started during our inspection.
- 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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