

# Care UK Community Partnerships Ltd

# Cumberland

## Inspection report

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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

Cumberland is a care home that can accommodate and provide personal care and support to 53 people. At the time of our inspection 38 people aged 65 and above were living at the care home.

We found the following examples of good practice.

The provider had robust measures in place to help prevent or minimise the risk of people who lived, worked and visited the care home catching or spreading COVID-19.

We observed managers and staff wearing personal protective equipment (PPE) correctly throughout our inspection. Staff had received up to date infection prevention and control (IPC) and COVID-19 training, which was being routinely refreshed. The service had adequate supplies of PPE that met current demand and foreseen outbreaks.

There were IPC and PPE policies and procedures in place, which were regularly updated to reflect ongoing changes to COVID-19 related guidance and were followed by staff. This included contingency plans for managing adverse events, such as COVID-19 outbreaks and staff shortages. The registered manager told us in response to a number of incidents where staff were found not wearing their PPE correctly they had increased the frequency of their walkabout tours of the care home to monitor staffs PPE wearing practices, which now included unannounced spot checks on staff working at night.

Access to the care home remained restricted, although five designated person could now visit their relative or friend in line with Government COVID-19 care home guidelines. All visitors to the care home had to follow the providers strict IPC guidance.

Alternative arrangements remained in place to help people maintain relationships with people that were important to them. For example, people were actively supported by staff to keep in touch with people that could not visit the care home in-person via telephone and video calls. People could also meet family members and friends in the wider community.

Any new admissions to the care home or people returning after a stay in hospital were required to have a negative COVID-19 test and self-isolate for at least ten days to minimise the risk of the virus spreading.

The provider continued to participate in a 'whole home' COVID-19 testing program. This ensured everyone living, working or visiting the care home were regularly tested for COVID-19. The provider knew how to apply for COVID-19 home testing kits and had adequate supplies.

The care home was kept hygienically clean. There were detailed records kept of staffs new cleaning schedules, which included a rolling program of continuously cleaning high touch surfaces, such as light switches, grab rails and door handles. The registered manager told us they had employed additional cleaners during the pandemic to help with their increased cleaning responsibilities and demands.

The provider had thoroughly assessed infection risks to everyone living and working in the care home and where people were deemed to be disproportionately at risk from COVID-19, appropriate action had been taken to minimise the impact. For example, staff with underlying health care conditions or members of black, Asian and minority ethnic groups, had not been allowed to work on the floor where people who had tested positive for COVID-19 had been isolating.

The care home had reduced the number of temporary agency staff they used and ensured bank staff worked exclusively in the one care home to reduce the risk of spreading infection.

# 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

# Cumberland

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 June 2021 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 promoting safety through the layout and hygiene practices of the premises.
- 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 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 have also signposted the provider to resources to develop their approach.