

The Cedars Care Home (Ashford) Limited

The Cedars Care Home

Inspection report

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Date of inspection visit:
31 March 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Cedars is a residential care home providing personal care to 14 people aged 65 and over at the time of the inspection. The service is registered to support up to 15 people.

We found the following examples of good practice.

People were supported to remain in contact with their families in line with government guidance. This was accomplished through safe visiting arrangements at the service and video calling facilities. The provider sent regular emails to keep families updated on any changes to the guidance.

The service had robust checks in place for visitors to check whether they had any COVID-19 symptoms or had tested positive. Guidance related to COVID-19 was visible on arrival at the home. Visitors were asked to complete a lateral flow test for COVID-19 before they were allowed to enter the building. They signed a disclaimer stating they had not been in contact with anyone who had been symptomatic or who had tested positive. Hand hygiene was promoted and a personal protective equipment (PPE) station was available at the door. The home provided visitors with PPE which had to be worn at all times.

The management team had worked closely with colleagues across health and social care, such as the local infection control team, to ensure they were following the most up to date guidance. The local clinical commissioning group and ambulance service provided training in infection control and the correct use of PPE. The registered manager did frequent spot checks to ensure staff were following good IPC practice.

Robust risk assessments were completed, making it clear how staff could reduce the risk of transmission of COVID-19. Where risks had been identified, measures to support staff had been recorded. There were risk assessments in place for those staff who were in high risk groups or who were clinically vulnerable which enabled them to adapt their working practices.

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

The Cedars Care Home

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 31 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 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 were somewhat assured that the provider was using PPE effectively and safely. Whilst most members of staff wore their PPE in accordance with the guidelines, we observed auxiliary staff going between people's rooms without changing their gloves on two occasions. The registered manager immediately addressed this with both members of staff and confirmed their understanding of what best practice was. The registered manager scheduled a staff meeting, focussed solely on good IPC practice, later the same day. We were told that refresher training would be provided, as well as increased spot checks and monitoring to ensure that good IPC practice is embedded within the service. Following inspection, the nominated individual [person responsible for supervising the management of the service on behalf of the provider] subsequently confirmed that further PPE training had been completed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The laundry area was designed in such a way that there was little room for anything other than the washing machine and dryer with no additional space to separate laundry, which increased the risk of recontamination. We addressed this concern with the nominated individual who said they would schedule a meeting with the provider and discuss ways in which the laundry area would be relocated to a larger space as soon as possible. Following inspection, they told us that all bed linen was being sent to an external washing facility. The laundry room was decluttered to enable the safe management of people's personal laundry. The provider confirmed they had already made contact with the local council's planning department with a view to building an outside area to relocate the laundry and was in negotiations with an architect and builder to carry out the work.

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