

Malhotra Care Homes Limited

# Cestria House Residential Home

## Inspection report

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Date of inspection visit:  
28 January 2022

Date of publication:  
15 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Cestria House Residential Home is a residential care home that can support up to 24 people, some of whom may be living with dementia. At the time of the inspection 21 people were resident.

We found the following examples of good practice.

There were ample supplies of PPE. Staff understood how to put on and take off the PPE.

Staff were supporting people to maintain family and social contacts in line with government guidance around visiting. Additional measures were in place including video calls and phone calls. Relatives were complimentary of the way the staff were managing visiting.

All staff were fully vaccinated and systems were in place for recording the vaccination status of staff and non-exempt visitors.

Action had been taken in relation to feedback from infection control specialists.

## 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**

# Cestria House Residential 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. We also received some information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the IPC measures and practices the provider has 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 28 January 2022 and was announced. We gave the service a short period of notice on the morning of the inspection.

# Is the service safe?

## Our findings

### Staffing

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

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 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.
- The providers approach to visiting was in line with government guidance.
- We were assured that the provider was accessing testing for people using the service and staff. There was a minor misinterpretation of guidance in relation to testing staff who had previously tested positive for COVID-19. This had no impact on people using the service.

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

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.