

Cornwall Care Limited

Cedar Grange

Inspection report

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29 March 2021

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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

Cedar Grange is a care home which provides nursing care and support for up to 60 predominantly older people. Some of these people were living with dementia. The service was providing personal care to 54 people at the time of the inspection.

We found the following examples of good practice.

The service had sufficient supplies of PPE and this was available throughout the service. Signage was in place regarding the requirement for wearing PPE and included guidance for the safe doffing and donning of PPE.

Staff came to work wearing their own clothes then changed into their uniforms in a designated room. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until appropriate infection control measures were in place.

The registered manager and staff had worked closely with external healthcare professionals to help ensure the service was following best practice regarding infection control.

The service was clean and hygienic. Additional cleaning schedules and audits were in place to ensure all infection control risks were minimised and people were kept safe. All high contact areas were cleaned in line with guidance provided by the local authority.

Procedures were in place regarding self-isolation for people and staff if they showed symptoms of Covid-19. At the time of the inspection the service was not admitting people to the service, however, the admission procedure had been updated and developed to reduce the risk of infection from Covid-19.

New procedures for visitors to the service had been developed. This included visitors making appointments and a designated room being made available for visitors to see people living in the service. Where visiting was permitted inside the service for compassionate reasons, for example, for people receiving end of life care, suitable infection control procedures were in place. Visitors were screened for Covid-19 prior to entering the service. Visitors were required to wear PPE at all times.

People were supported to speak with their friends and family using IT and the telephone, where possible.

Testing for Covid-19 had been implemented for all staff and people who used the service. Arrangements had been made to enable people and staff to access the vaccine.

Staff had completed online infection prevention and control and Covid-19 training. Other service specific training and information videos had also been developed to help ensure staff understood the different procedures in the home.

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

Cedar Grange

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 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 26 March 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was accessing testing for people using the service and staff. However, prior to the outbreak the oversight of testing had been insufficient, which meant staff may have been able to work in the service without completing the required tests in line with government guidance. Following our visit to the service, the registered manager told us they had updated their procedure.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. However, it did not give clear guidance on how testing would be overseen to ensure it complied with government guidance. The registered manager told us the provider was updating their policy. We recommend the provider seeks guidance on developing and implementing a comprehensive policy regarding the carrying out and oversight of testing regimes within the service.
- 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.