

Voyage 1 Limited

The Cedars

Inspection report

High Pitfold
Hindhead
Surrey
GU26 6BN

Tel: 01428609374

Date of inspection visit:
26 March 2021

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09 April 2021

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 care home comprising three bungalows on one site, each of which can accommodate up to five people. The service provides accommodation and personal care for up to 14 adults with learning and complex physical disabilities.

We found the following examples of good practice.

Individual COVID-19 risk assessments were in place for people who lived at the home. These looked at identified risk for people and considered their health needs, visiting and going out into the community.

There was a visiting process in place to support people and relatives to conduct safe visits as and when required. This explained the use of personal protective equipment (PPE) to people and relatives to ensure the correct guidance is followed.

There had been regular contact with families using video calls throughout the pandemic. As staff knew people really well, they were able to monitor the best times for relatives to make contact which meant a call could be set up at short notice or whenever the person wanted to make a call to their relatives.

External visitors went through a robust procedure prior to entering the home. This included a health questionnaire, PPE, hand washing, temperature checks and lateral flow test.

The provider had a detailed infection prevention and control policy in place. This gave guidance around what actions to take if there was a positive COVID-19 result. How people can be kept safe by zoning off the bungalows to prevent any spread of infection.

People who lived at the service had been supported by staff throughout the pandemic to learn and understand the changes this had made to their lives. How best to keep themselves and other people safe and why PPE was now being used within the service.

Staff had spent time developing understanding by using sensory based games or activities which they adapted to people's needs and level of understanding.

The provider had access to PPE and maintained a regular level of stock to be prepared for any potential outbreak. The provider also had a regular COVID-19 testing programme in place for people and staff that ensured they were kept safe.

The provider had robust cleaning schedules in place. Each bungalow had its own rota and high touch point cleaning which was audited daily. Equipment located in each bungalow was included within the regular cleaning.

The provider had supported people to obtain the first dose of the vaccination. Consent had been obtained from people and where people had been unable to consent, best interest decisions were recorded after liaising with appropriate relatives and healthcare professionals.

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

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 coronavirus 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 26 March 2021 and was announced.

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 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 had appropriate procedures in place for 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 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.