

Cedar Care Homes Limited

# The Orangery

## 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

The Orangery is a nursing home which can provide care to up to 40 people who are aged 65 and over. People who require general nursing care live on the ground floor, and those who are living with dementia on the first floor. At the time of our visit, 40 people were living at The Orangery.

We found the following examples of good practice.

- Visits were well planned to reduce risk and avoid the potential spread of infection. Visitors received information before coming to the service so they know what to expect. This guidance was clear and personal protective equipment (PPE) was supplied. Visits usually took place in the garden area, but plans were in place to develop dedicated visitor areas as the weather becomes more inclement.
- When people were admitted to the service, current guidance requires that they must isolate themselves from other people who live there. These people were admitted to a room with ensuite facilities and direct access to garden areas to ensure they remained safe but had some freedom and independence.
- One person living at the service had been a musician. They asked if they could provide live musical entertainment when performers could not come into the service. This person performed a number of times during the period of lockdown, received positive feedback and enjoyed this role.
- Staff received additional training and completed competency assessments to show that they understood and followed guidance about infection control procedures such as hand washing and using PPE. The environment had been altered to ensure PPE was used and disposed of safely.
- Initially, staff lived in the service for two weeks then had two weeks off. This was to reduce risk and control the possible spread of infection. The provider considered staffs' wellbeing and needs during this time and on their return home. For example, the provider supplied a wide range of food, secured hotel accommodation when staff could not return home, and asked a local mental health team to support staff when this was required.
- A handbook which was available for staff about 'quarantining' in the service was informative and was translated into several languages. This ensured all staff had a good understanding about expectations.
- Audits were carried out daily and included general infection prevention and control checks, compliance with guidance and staff understanding of procedures and safe practice. Changes were made where needed and managers checked compliance regularly.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured that people were protected by the prevention and control of infection.

**Inspected but not rated**

# The Orangery

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 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 policies were up to date.