

The Royal Masonic Benevolent Institution Care Company

Cadogan Court

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

Cadogan Court is registered to provide accommodation for up to 70 people who require nursing and personal care. 44 people were being supported at the time of the inspection.

We found the following examples of good practice.

The layout of the home promoted effective infection prevention and control. There were 7 separate units around a circular atrium. Each unit was a 'bubble' with its own staff team, staff room and communal area. Activities took place within the 'bubble', and the spacious dining room had socially distanced dining tables for each one. This arrangement allowed people to maintain their friendships and contacts within the home, while minimising the spread of infection. It also supported effective 'zoning' in the event of a person showing symptoms of Covid 19 or testing positive.

The service ensured people could continue to receive visitors in line with government guidance. There was a clear process and testing regime in place for visitors, with personal protective equipment (PPE) provided. Two dedicated visiting suites had been created. There was also a visiting pod, accessed from both inside and outside with a dividing perspex screen. External visiting took place in the garden if required.

Visits were supported for people at the end of their lives. People had essential care givers, who followed the same testing regime as staff. People had been safely supported to celebrate significant occasions with their families, including a 101st birthday and 60th wedding anniversary. Risk assessments had been carried out, with measures in place to stop infection spread.

Staff received ongoing training in infection control. The infection prevention lead was also the homes trainer. They carried out spot checks and provided additional training ad hoc for staff if required.

Staff were seen to wear PPE throughout the inspection. They frequently used hand sanitiser, available throughout the home and on a lanyard around their neck. One person told us the measures in place to minimise the spread of infection helped them feel safe and spoke highly of the effectiveness and professionalism of the staff team.

There was an extensive cleaning schedule, with regular spot checks and audits. This ensured cleaning was completed to a high standard.

The registered manager reported good support from the local health professionals during COVID 19 outbreaks at the home. The service had engaged well and welcomed visits from community specialists in infection control. They had acted on the guidance given.

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

Cadogan Court

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 10 February 2022 and was announced. We gave the service 48 hours' notice 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 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.

Visiting in care homes

- The provider promoted visiting in line with government guidance. This meant people were able to maintain contact with the important people in their lives as far as possible. One unit had been left empty to create two visiting suites with hand washing facilities, which didn't require visitors to walk through the home. There was also a visiting pod, accessed from outside and separated by a clear screen. External visiting could take in the garden.
- Processes were in place to ensure visits could happen safely. There was a booking system (not necessary for people at end of life), arrangements for testing on arrival and personal protective equipment (PPE) provided. People were visited by their essential care givers, who carried out testing and wore PPE in line with the staff team. They visited their family member in their room and were asked to use the call bell for support if needed.

- The service supported people to celebrate significant milestones with their families, even when the home was locked down due to an outbreak of Covid 19. This included a 101st birthday and a 60th wedding anniversary. The support of the local authority was sought, the events risk assessed, and all precautions taken to minimise any risks.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.