

Cera Care Operations Limited

# Cera - Cumbria

## Inspection report

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Date of inspection visit:  
05 March 2021  
10 March 2021

Date of publication:  
26 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Cera Cumbria is a domiciliary care agency providing care and support to people in their own home. The service provides support to people with a range of care needs and includes older people, people living with dementia and people with learning or physical disabilities.

At the time of our inspection Cera Cumbria provided services to 76 people. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating.

We found the following examples of good practice.

People and relatives who used the service said staff followed good hygienic practices when they visited. They said staff wore PPE and wiped equipment before and after use.

Staff had all received infection prevention and control training. Staff said they had enough PPE and felt supported by the provider.

Staff were tested for COVID-19 at least weekly. They understood what to do if they felt unwell. There had been an isolated occasion when a staff member was given wrong advice, but lessons had been learnt from this.

The service had a business continuity plan in place. This included actions around the management of COVID-19.

The provider held frequent health and safety advice meetings with all its services about COVID-19. The provider's infection prevention and control policy was up to date.

The organisation had established infection control champions to share learning and developments.

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

We always ask the following five questions of services.

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

Inspected but not rated.

**Inspected but not rated**

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## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 5 and 10 March 2021 and was announced.

## 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 the spread of infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for staff.
- 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.