

Somerset Care Limited

Oak Trees

Inspection report

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27 October 2020

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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

Oak Trees is a purpose built home that can accommodate up to 68 people. The provider divided the home into three units. One unit provided care and support to older people and the other two units provided care and support to people who are living with dementia. All bedrooms are for single occupancy and the provider employed staff 24 hours a day.

The provider had an outbreak of Corona virus within in the home. We were assured the provider was keeping people safe and found the following examples of good practice.

Staff had received training in infection control, including how to safely put on and take personal protective equipment (PPE) such as glove aprons and face coverings. One staff member told us, "I have had additional training since Covid started, like handwashing and taking off my PPE". We saw staff throughout the day wearing appropriate PPE and refreshing their PPE when moving from room to room.

There was a process in place for visitors and staff entering the home that included recording temperatures and washing hands. Staff we spoke with told us they came to work in their own clothes and would record their temperatures and gel their hands before entering the building. There was a designated room for staff to change into their work clothes and put on their PPE before they accessed the area, they were allocated to work in.

The service was split into two units. Each unit could be isolated using a zoning system. Wherever possible, staff worked on one unit. The registered manager had reported that there was an outbreak in the home and notified the appropriate authorities. The registered manager was meeting regularly with Public Health England and the local commissioning team to monitor the outbreak. We spoke with one professional who told us, "We are closely monitoring Oak Trees and are happy with the current plan in place to reduce the outbreak in the home."

The registered manager ensured regular testing was carried out on both staff and people living at the service. Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection. Assessments were carried out by phone or remotely. People were not admitted to the service unless they tested negative for Covid-19; there were procedures in place to isolate new admissions for a further two weeks to ensure they were free of the virus.

Visitors to the home were restricted in line with government guidelines. However, staff told us they worked with relatives and people living in the home to make sure people had contact with their loved ones through use of technology, this included phone and video calls.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

Oak Trees

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. The provider had an outbreak of Coronavirus. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 Oct 2020 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 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.