

# The Wilverley Association Forest Oaks

## Inspection report

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Date of inspection visit:  
28 January 2022

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07 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Forest Oaks is a residential service registered to provide accommodation, personal and nursing care to up to 46 older people. Forest Oaks is a purpose built home located in Brockenhurst. At the time of our inspection there were 37 people living at the home.

We found the following examples of good practice.

- Policies and procedures in relation to the management of risks associated with COVID-19 were thorough and updated regularly.
- Staff had received infection prevention and control training and adhered to good practice in relation to the use of personal protective equipment (PPE).
- There were arrangements in place for visiting families and health professionals to safely visit people living at the service.
- The provider was aware of and had appropriately used zoning and cohorting measures when required to keep people safe.

We were assured that this service met good infection prevention and control guidelines.

## 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**

# Forest Oaks

## **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 28 January 2022 and was announced. We gave the service 24 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's policy was in line with government guidance and they ensured people were able to maintain contact with their relatives and loved ones. There were designated well-ventilated areas identified that could be used by visitors. All visitors were required to follow safety procedures which included wearing a face covering and carrying out a COVID-19 test prior to visiting.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.