

Mr H N & Mrs S J M Dennis & Mr D M & Mrs A M
Baker

Oak House Care Home

Inspection report

Chard Street
Axminster
Devon
EX13 5EB

Tel: 0129733163

Date of inspection visit:
29 March 2021

Date of publication:
28 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

Oak House Care Home is a grade two listed building situated in the town of Axminster. The service is registered to provide care and accommodation for up to 17 people. They provide care and support for frail older people and some living with dementia. There were 13 people living at the service when we visited. We found the following examples of good practice.

Staff had received infection control training and followed up to date infection prevention and control guidance to help people stay safe. Staff used personal protective equipment (PPE) correctly and in accordance with current guidance to minimise cross infection risks to people.

There were sufficient stocks available including masks, gloves, aprons and hand sanitiser. Staff breaks had been staggered to allow for social distancing to be maintained.

Staff and people were regularly tested in line with the government's current testing programme.

The home was clean, systems were put in place to ensure regular cleaning of frequent touch points such as door handles and light switches.

Systems were in place for visitors to visit the home. There was a booking system which spaced visits to avoid potential infection transmission with other visitors.

Infection prevention and control audits took place. Staff had the opportunity to discuss IPC at staff meetings and this enabled them to clarify queries and make suggestions. This ensured the registered manager and management team had effective oversight of infection control measures.

The provider had contingency plans in place in the event of any outbreak of Covid-19 or other emergency.

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

Oak House Care Home

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 March 2021. We announced the inspection from outside of the home because of the COVID-19 Pandemic so we could assess the risks prior to entering the care home.

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 somewhat assured that the provider was using PPE effectively and safely. Staff were entering through the front entrance and did not have immediate access to PPEs and an area to change into their uniforms and put their PPEs on safely. Improvements were made immediately after the inspection to the way staff entered the home to minimise the risk of cross infection. Staff entered through a back entrance and an area was designated for them to safely use and dispose of PPE appropriately. Staff were required to change into their uniforms when they arrived on duty
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home appeared clean but there was no system to ensure touchpoints at the home were regularly cleaned. The registered manager addressed this the day after the inspection by putting in place touch point recording sheets and ensuring they were cleaned four times a day.
- 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.

We have also signposted the provider to resources to develop their approach.