

# Oak House Homecare Ltd

# Olivemedes

## 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

Olivemedes is a two-storey care home, which provides care for up to 33 older people, including those living with dementia. At the time of our inspection there were 23 people living at the service.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. Any person entering the building had their temperature taken, completed a health questionnaire and wore full personal protective equipment (PPE) including a face visor.

The service had a dedicated visiting area divided by a glass window and door. Although visits had been paused at the time of our inspection, the registered manager had a system in place so that relatives and friends could book appointments to visit when visits resume.

People were supported by staff in full PPE. This is in addition to isolating people in a separate area and is referred to as barrier nursing. This process is to protect both staff and people living in the service from spreading infection.

The registered manager told us that they had changed systems within the service to reduce the spread of infection. Staff entered through a side entrance immediately into a staff only area where they changed into clean uniform. Kitchen staff also entered the building via a separate entrance.

People who had tested positive for COVID-19, or those who were symptomatic and awaiting test results were supported to move to a bedroom within an isolated COVID-19 zoned corridor. People remained in these bedrooms for 14 days, or until 48hrs after they were symptom free.

The building was clean and free from clutter. During our inspection we observed staff cleaning communal areas. The registered manager told us that frequently touched areas were cleaned more often. Maintenance staff also followed a schedule to support staff to clean communal areas and soft furnishings.

Additional risk measures had been put into place, for example cutlery and crockery used by people with a positive diagnosis were used solely by those people in the COVID-19 zoned area. Laundry used by people with a positive diagnosis were double bagged in orange clinical waste bins and kept in a closed laundry basket for 72 hours before being transported to the onsite laundry room.

The registered manager told us that they were working collaboratively with the GP from the local surgery. The GP had been allocated to the service as a clinical lead, and they were well supported as a result.

## 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**

# Olivemedes

## **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 15 February 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

We also asked the provider to send us infection prevention and control policies and audit findings.

# 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.