

Oaktree (Clevedon) Limited

# Oaktree Lodge Residential Home

## Inspection report

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29 March 2021

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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

Oaktree Lodge is a care home that provides accommodation and personal and nursing care for up to 34 people. Accommodation is spread over four floors, each floor is accessible by a passenger lift. At the time of this inspection there were 30 people living in the home.

We found the following examples of good practice.

The service had visiting procedures in place to check visitor's temperatures. Visitors were not let into the home if they were running a high temperature. They received a lateral flow (LFT) test before entering the home. There was plenty of personal protective equipment (PPE) available for visitors on arrival along with hand sanitiser. People were being supported with face to face visits, visits in the garden pod and end of life visits. Staff were also supporting with telephone calls and video calls.

Staff had access to plenty of personal protective equipment (PPE) and they had a good understanding of what PPE to wear and when. Staff had received training in infection prevention control and people's health was monitored by staff who had been trained to recognise minor changes to people's health which could make a difference to the care and treatment they receive. Staff felt supported by the registered manager and the provider and they were able to raise any concerns directly with them.

The home was open to admissions. When people were admitted from home or hospital, they had to have a negative polymerase chain reaction (PCR) result. There was a weekly testing programme for staff. This consisted of a PCR test and a twice weekly LFT. Most people and staff had received their two doses of the vaccine.

The service was clean and there was regular cleaning of high touch areas such as handrails, banisters, light switches, TV remotes, door handles and call bells.

## 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**

# Oaktree Lodge Residential 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 COVID-19 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 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 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 making sure infection outbreaks can be effectively prevented or managed.
- We were not assured that the providers written policy and procedure for infection control was specific to Oaktree Lodge as it included details and information relating to other services not relevant to the providers registration for this service.
- We were not assured the provider was meeting social distancing guidance. The layout of the dining room and the two lounge areas were not ensuring there was adequate space between people. For example, the chairs in the lounge area and the dining room were not within the governments recommended 2-meter distance. People were therefore sat next to each other within close proximity. We raised this with the registered manager and the provider so they could address this following our inspection.
- We were not assured the service had pedal bins in place that followed infection control guidance. For example, some bins had the swing top lid rather than a foot operated bin. We raised this with the registered manager and the provider who confirmed following the inspection they had taken action to address this shortfall.
- We were not assured the provider was admitting people safely to the service. Not all people were isolating in their rooms for the recommended 14 days following admission to the service. Three people had been discharged from hospital to the home with a negative Covid test. Within days the registered manager found people wished to leave their rooms. We were told they were supported to access one lounge or the conservatory on the first floor. This was solely dedicated to them. However, this meant they were within a close communal area to other people living in the service. Although all three people had a risk assessment in place no advice had been sought from the local health protection team or Public Health England in relation to the risks this posed to others. A mental capacity assessment had not been undertaken in line with the 'empowering framework of the Mental Capacity Act 2005 (MCA)'. We recommend the provider and registered manager review their process for admissions and seek support when required from the local health protection team.

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

