

Connifers Care Limited

Oak House

Inspection report

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27 January 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Oak House is a residential care home providing personal care and accommodation to up to three people with a range of conditions including mental health needs, autism and learning disability. At the time of inspection there were three people living at the service. The home is on a residential street in a community setting and designed to promote people's inclusion and independence.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

We found the following examples of good practice.

The home had responded to peoples' choices and individual needs during the pandemic to help them carry out activities outside the home safely. For example, ensuring lateral flow testing each day before they leave the home and providing packs of masks and hand sanitiser to take with them.

The provider had not admitted any new residents to the home during the Covid 19 pandemic. However, systems were in place to ensure a safe transition would be achieved. This included adhering to current national guidelines, a test before entering the home, period of isolation and then a further test at the end of the isolation period. Staff carried out regular welfare and mental health checks throughout the isolation period.

The staff were aware of who to contact should they have an outbreak of Covid 19 and the protocols to follow.

The provider did not place any restrictions on the number of visitors that residents had but they needed to book in before coming to ensure the home was not overcrowded. Visitors had to carry out a test at the main entrance before entering the home.

The home had alternative methods to support social contact for visitors when residents were isolating. For example, residents using their own mobile phone or the use of the home's tablet for video calling.

The home had sufficient supplied of Personal Protective Equipment (PPE). There were PPE stations throughout the premises. Staff had received training in infection prevention and control and how to don and doff PPE.

Each resident had received a tailor made support plan which was reviewed on a three monthly basis. The

plan included the use of PPE in different situations, the zoning system used within the home, identifying possible symptoms, testing and guidelines for visitors.

Easy to read guidance information was used to help explain situations relating to the pandemic. For example, how to identify symptoms, how to test and what Covid 19 is.

The provider had a system in place to ensure staff had the necessary vaccinations and had completed the necessary Covid 19 testing prior to working at the home.

All residents had received the Covid 19 vaccination.

The layout of the service and communal areas supported social distancing. The premises looked clean and hygienic throughout. There were cleaning stations in place and adequate ventilation.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

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 27 January 2022 and was announced. We gave the service approximately 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.