

Alliance Home Care Limited

The Oaks

Inspection report

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11 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

The Oaks is a residential care home for people living with a learning disability and/or autism. People living at the service did not communicate verbally and had other complex needs including sensory impairment. It is registered to provide personal care for up to six people; at the time of inspection there were five people living at the home.

We found the following examples of good practice.

People were well supported by staff to have telephone and video call contact with their family and friends. The registered manager ensured that in person visits were in a manner which minimised the risk of infection spread, including visits in the gardens.

The provider considered people's anxieties and how their behaviours would be challenged through isolation and lockdown. Staff used lessons learnt and reflection to consider how to support people more effectively when health issues like Covid-19 affected their emotional wellbeing. People had up to date and individual Covid-19 behavioural support guidance on how staff could reduce triggers and pressures associated with social distancing and lock down.

The registered manager had created two Infection Prevention and Control (IPC) Champions to ensure staff were upskilled in IPC measures and to bring best practice to the home. The registered manager and deputy manager undertook clinical infection control training through the World Health Organisation to improve practices relating to outbreak management and how to further improve PC measures to reduce the risk of further transmission.

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

The 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 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 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.