

Oakleaf Care (Hartwell) Limited

The Cotswolds

Inspection report

178 Cotswold Avenue
Duston
Northampton
Northamptonshire
NN5 6DS

Tel: 01604864466

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19 August 2020

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10 September 2020

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

The Cotswolds is a 'care home' providing accommodation, nursing and personal care. It is registered to provide a service for up to 41 people. Staff provide long term nursing and personal care for people with acquired brain injuries; some of the people supported by the service have complex physical needs.

We found the following examples of good practice.

- Information to help people understand the pandemic had been delivered on a one to one basis. The in-house speech and language therapy team created easy read documents to help people understand social distancing. Some people using the service requested to wear surgical masks and these were provided.
- On arrival visitors completed a Covid -19 risk assessment. Their temperature was recorded, and they were provided with personal protective equipment including disposable gloves, apron and masks to protect people. They were also guided to a sink area to wash their hands.
- People were supported to keep in regular contact with friends and family. Staff facilitated frequent video calls. The service received a donation of Kindle devices and these were used to support people to keep in contact with loved ones.
- Managers made weekly contact with people's relatives to keep them up to date on their wellbeing. Staff who were shielding received weekly well-being calls.
- Government guidance was followed when people returned from hospital or when there were new admissions to the service.
- The service actively engaged with a programme of regular testing as soon as it was available. Additionally, any new staff and any staff returning after an absence were required to take a Covid test.
- Robust infection control procedures were in place. Additional domestic staff had been employed to meet the requirements of increased cleaning and deep cleaning routines.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Cotswolds

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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 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.