

Oak House (Exeter) Ltd

Oak Wood House

Inspection report

Parklands
Kensham Avenue, Bradninch
Exeter
EX5 4RD

Tel: 01392881461
Website: www.oakhouseexeter.co.uk

Date of inspection visit:
19 February 2021

Date of publication:
16 March 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Summary of findings

Overall summary

Oak Wood House is a residential care home providing personal care for up to 18 people aged 65 and over. At the time of inspection 17 people were living at the home.

We found the following examples of good practice.

Procedures were in place to ensure the risk of any visitors to the service introducing infection were minimised. This included 30 minute on site testing for covid, taking peoples temperature, supplying personal protective equipment (PPE) and a sink near the entrance to ensure people washed their hands before entering the building.

The majority of people at the service were living with dementia, without capacity to understand and follow social distancing guidelines. Risks were minimised by staff and visitors wearing PPE appropriately. People new to the service were tested for covid before arrival and supported to adhere to an isolation period. People were assessed twice daily for the development of a high temperature or symptoms of covid. Programmes for regular testing of people and staff were in place.

All people and staff had received their first covid vaccinations. This was celebrated with a 'Happy Covid Vaccination' party and a cake. This encouraged one person, who had refused the vaccination initially, to request it so they wouldn't be left out.

The registered manager had assessed the impact of how PPE may cause fear and anxiety for people and make communication difficult. They had ensured all staff were able to communicate clearly and people could understand them. They reported people were now used to staff wearing PPE and there were no issues.

People were supported to maintain contact with their loved ones using a range of technology. Visits were arranged one at a time by appointment. They took place in a room away from communal areas with a separate entrance.

There were comprehensive policies and operating procedures in place. A new team of domestic staff had been recently recruited. They had a clear understanding and commitment to the enhanced cleaning programme required to prevent the spread of infection.

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

Oak Wood 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 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 19 February 2021 and was announced.

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 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.