

Knightingale Care Limited

# Oaklands Care Home

## Inspection report

238 North Street  
Langwith  
Mansfield  
Nottinghamshire  
NG20 9BN

Tel: 01623744412

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25 November 2020

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07 December 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Oaklands Care Home is a care home providing personal and nursing care for up to 40 people including those living with dementia, nursing needs, as well as care for those with mental health needs. At the time of the inspection there were 36 people living at the service.

During the visit we noticed that the flooring in one of the upstairs bathroom was in urgent need of replacement due to water damage. The provider assured us there were plans in place for new flooring and contractors had already been appointed, however, due to recent infection outbreak the work had been postponed.

We found the following examples of good practice.

- Visitors were prevented from catching and spreading the infection. Visitors were screened for symptoms of the infection and had their temperature taken upon arrival at the home. Visitors were provided with personal protective equipment (PPE) such as face masks, apron and gloves.
- People were supported to maintain contact with their relatives by regular telephone and videocalls. The provider sent letters and used a private social media page to keep relatives up-to-date about any changes affecting the service.
- People and staff were encouraged to take part in the 'whole home testing' for COVID-19. People who lacked capacity to agree to the test had best interest decisions in place. This was consulted and agreed with their relatives.
- People were assessed daily for the development of high temperature and other symptoms which would indicate the infection. Staff were trained and knew how to immediately instigate full infection control measures to care for people with symptoms to avoid the infection from spreading to other residents and staff members.
- Shielding and social distancing rules were complied with. People who tested positive for COVID-19 were temporarily moved to one area of the home to prevent the infection from spreading. The furniture in communal areas were re-arranged to allow social distancing measures.
- Staff were observed wearing PPE in line with the national guidance which included face masks, gloves and aprons. Staff had their PPE donning and doffing competencies assessed by the provider.
- Cleaning schedules were in place and included regular cleaning of high touch points such as handrails, light switches and door handles.

We were assured this service met good infection prevention and control guidelines.

Further information is in the detailed findings below.

## 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 provider was following robust infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Oaklands Care 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 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 25 November 2020 and was unannounced.

## 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.