

Scimitar Care Hotels plc

Five Oaks

Inspection report

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Date of inspection visit:
01 February 2022

Date of publication:
02 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Five Oaks is a care home for older people, dementia and physical frailty for a maximum of 43 older people. At this inspection there were 39 people using the service.

We found the following examples of good practice.

The registered manager and support team worked co-operatively with other people in their network, to ensure the spread of COVID-19 was minimised.

Robust policies and processes were in place to ensure infection control was prioritised in communal areas, and residents were supported to practice good infection control processes in their own rooms. Staff were trained in infection control management. The use of agency staff was minimal and only regular agency staff were used to support the rota.

Staff had received training on how to keep people safe during the COVID-19 pandemic and people were regularly tested for COVID-19. The building was clean and free from clutter. The environment was conducive to social distancing. Communal areas were arranged to enable enough space between people. Systems were in place to isolate people if required, to minimise the risk of COVID-19 transmission.

Care and support arrangements were provided to those people required to isolate within their rooms. Additional cleaning of all areas and monthly auditing of infection prevention processes were carried out.

The service had good supplies of PPE which were readily available at stations throughout the service. Managers spoke positively about the commitment and dedication staff had shown in supporting people's emotional and social wellbeing during the pandemic and had awarded bonuses in their pay to reflect this.

The service ensured that any risks of visitors entering the home were minimised. Visitors were asked a series of screening questions, had their temperature checked on arrival and were subject to rapid lateral flow testing.

We were assured that this service met good infection prevention and control guidelines and had no concerns regarding the management of COVID-19.

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

Five 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 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 2 February 2022 and was announced. We gave the service 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.
- 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.