

Partnerships in Care Limited

Oak House

Inspection report

10A Victoria Road
Diss
Norfolk
IP22 4HE

Website: www.prioryadultcare.co.uk/find-a-location/oak-house/

Date of inspection visit:
24 February 2022

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29 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

Oak House is a residential care home providing support and accommodation to four people with a learning disability. The service can support up to seven people. The service provides self-contained accommodation which includes a bedroom, lounge, bathroom and kitchenette. Accommodation is provided on both ground and first floor level and there is a shared garden, communal kitchen and laundry.

We found the following examples of good practice.

- Clear signage was on display within the service, highlighting to visitors the risks that COVID-19 presented and how to keep themselves and others safe during their visit.
- Personal Protective Equipment (PPE) was accessible throughout the building. This ensured staff wore the appropriate PPE in line with current government guidelines.
- Personalised care plans were in place for people. These documents identified the persons preferences around wearing PPE and how to safely support the person when seeing their friends and family.
- People's vaccination status was recorded within their care plans. This ensured the dates of these vaccinations were clear as well as the types of vaccination they had received being detailed.

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

Oak 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 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 24 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 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.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Visiting in care homes

The provider ensured that people were able to receive visitors in line with current government guidance. People were able to leave the service and attend visits in other settings without the need to isolate after these outings.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.

- We highlighted to the manager areas of the building in need of repair. These included a kitchen worktop that had become damaged in the communal kitchen. The manager highlighted this area to a member of the

maintenance team during our visit to ensure required works were completed.

- The laundry room was observed to have baskets of clean and dirty linen labelled but stored closely together. This increased the risk of cross contamination of people's clothing, and was not protecting people fully from the risk of infection.