

Oxendon House Care Home Limited

# Oxendon House Care Home

## Inspection report

33 Main Street  
Great Oxendon  
Market Harborough  
Leicestershire  
LE16 8NE

Date of inspection visit:  
13 January 2022

Date of publication:  
03 March 2022

Website: [www.oxendonhouse.co.uk](http://www.oxendonhouse.co.uk)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Oxendon House Care Home is a residential care home providing personal care for up to 45 older people. The accommodation is set over three floors. There were 32 people living at the service at the time of the inspection.

We found the following examples of good practice.

The service had personal protective equipment (PPE) stock, and staff confirmed the provider always ensured they had an adequate supply.

People had been supported to access the vaccination and booster programme and all staff were vaccinated as per the regulatory requirement.

Staff received training in relation to infection prevention and control. Staff were observed to be wearing the correct PPE and following hand hygiene guidance during the inspection.

The home was visibly clean and free from malodour.

People were supported to go out and return to the home safely.

We have made a recommendation to the provider about visiting in care homes.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

# Oxendon House 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 13 January 2022 and was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- Essential care givers were not tested in line with the government guidance. An essential care giver is someone who can provide additional care and support to the person in the care home including visiting during an outbreak of COVID-19.
- The provider had not maintained oversight of staff testing to ensure staff were tested in line with government guidance.
- The staff and management team were not using the providers COVID-19 screening tool for visitors prior to entry into the home. This meant visitors were not asked about information such as if they had any symptoms of COVID-19.
- Staff told us that the visiting room was cleaned between each visit, however there was no records to evidence this had taken place.
- Staff told us that cleaning of high touch points, such as handrails, light switches and door handles took place twice daily, however these tasks were not recorded. We had raised this concern with the provider at our last inspection, however we found no improvement at this inspection.
- The provider had not ensured people were admitted to the service safely in line with the government guidance. For example, people admitted from the hospital had not isolated for the full recommended isolation period.
- The provider had not ensured the COVID-19 policies and procedures were either in place or provided staff with clear guidance specific to the home.

This placed people at risk of harm. This was a breach of regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- 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.

Visiting in care homes

- Prior to the inspection we had raised concerns around visiting arrangements in the home. The provider updated their visiting arrangements to ensure they were supporting visiting in line with the government guidance. However, some relatives we spoke with were not aware of the changes. We discussed this with the registered manager who agreed to update all relatives.

We recommend that the provider ensure they continue follow current government guidance in relation to visiting in care homes.

- End of life visiting was well supported by the service.

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related

staff pressures.

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 not always meeting the requirement to ensure visiting professionals were vaccinated against COVID-19. Staff told us they asked to see evidence of vaccination status for all visiting professionals, however, this was not recorded so we could not be assured the checks always took place. Following the inspection, the registered manager agreed to implement a record for visiting professional vaccination checks.
- All staff were vaccinated in line with the regulatory requirement.

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

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  Care and treatment was not consistently provided in a safe way for service users by assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.