

Bournemouth Care LLP

Great Oaks

Inspection report

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Date of inspection visit:
25 January 2022

Date of publication:
07 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Great Oaks is a purpose-built home in a residential area of Bournemouth. It is registered to provide care, treatment and support for up to 80 older people some whom were living with dementia. The home is split over three floors which are accessible by stairs or a lift. There were 61 people receiving a service at the time of inspection.

We found the following examples of good practice.

There were safe practices in place for welcoming visitors to the home. These included rapid COVID-19 testing, temperature checks, hand sanitising, symptom and health checks. Health professionals provided evidence of vaccination. Records of mandatory staff vaccinations were maintained. Staff were testing for COVID-19 at the frequency as set in the government guidance. This included 'essential care givers' who were also part of the same testing regime as staff. Essential care givers was a role introduced in government guidance for visiting people in care homes, often family members, they support people in addition to the care and support they receive from the home.

Supplies of Personal Protective Equipment (PPE) were in good supply and we observed staff compliance in this area. People told us they were happy and we overheard staff supporting people to wash their hands. Where a person was undergoing a period of isolation we noted individual PPE stations outside their room, this contributed to keeping staff and people safe.

The home was visibly clean, tidy and free from clutter. The manager told us an additional staff member had been employed to join the housekeeping team. This meant that high use areas such as kitchenette areas could be deep cleaned on a weekly basis. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly.

Great Oaks had supported people to maintain relationships with their loved ones throughout the COVID-19 pandemic. The creation of a visitors pod with protective screens and comfortable surroundings, video calls and nominating visitors has been important to them. The home had contingency plans in place to manage outbreaks effectively. The provider had a infection prevention control policy in place and undertook regular audits of the cleanliness within the home.

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

Great 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 25 January 2022 and was unannounced.

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 home was experiencing an outbreak and had a good system in place to ensure essential care givers visits took place. However, they were not facilitating nominated visitors within the home in line with government guidance. We signposted the provider to resources to develop their approach. The provider updated their processes to be in line with the current government guidance and communicated this to people, relatives and staff.

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.