

Olney Care Homes Limited

Bay House

Inspection report

31 Weston Road
Olney
Buckinghamshire
MK46 5BD

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Date of inspection visit:
06 January 2022

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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

Bay House is registered to provide accommodation and personal care for up to 24 older people. On the day of inspection, there were 14 people living at the home.

We found the following examples of good practice.

The registered manager had taken steps to ensure staffing was sufficient to fully meet people's needs. Staff had worked flexibly and had gone above and beyond during a difficult situation, working extra shifts and often taking on new responsibilities to ensure people received safe care and support.

Safe arrangements were in place for visitors to the service. This included the completion of hand sanitisation and wearing a mask.

Staff and visitors were engaged with a programme of regular testing according to government guidance and we saw this taking place on the day of our visit. Staff and visiting professionals were asked to provide evidence of their vaccination status against COVID-19 prior to entering the home.

We saw PPE was accessible within the home and staff used it in accordance with the most up to date guidance. Information about the correct use of PPE and handwashing guidance was displayed throughout the home.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if anyone received a positive test result.

All staff had completed training in relation to infection control, and recently received training about the correct use of PPE including donning and doffing.

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

Bay 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 7th January 2022 and was announced. We gave the service 3 hours notice of the inspection.

Is the service safe?

Our findings

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 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 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.
- Policies and procedures related to COVID-19 were in place which supported staff to keep people safe, however evidence had not been kept that these were regular being reviewed. The registered manager said they would start to record all reviews of policies, including whereby changes have been made.
- There was limited assurance that the provider had considered all the risks to people/staff who may be disproportionately at risk of COVID-19. We signposted the registered manager to ensure they carried out individual risk assessments whereby appropriate to do so, to ensure all risks had been reduced.
- Inspectors identified minor cosmetic and hygiene issues within the service. The registered manager came back to us swiftly with evidence that actions had been taken to resolve these.
- The management team had kept detailed staff vaccination records. We signposted the registered manager to the most up to date guidance on how deployed staff can maintain their vaccination status, including exempt staff.

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