

Barchester Healthcare Homes Limited

Oak Grange

Inspection report

14 Mollington Grange
Parkgate Road, Mollington
Chester
Cheshire
CH1 6NP

Tel: 01244439839
Website: www.barchester.com

Date of inspection visit:
11 February 2021

Date of publication:
01 March 2021

Ratings

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

Summary of findings

Overall summary

Oak Grange can accommodate up to 70 people who require support with personal or nursing care. The layout of the home is across two floors and the home is purpose built. There were 58 people living at the service at the time of the inspection some of whom were living with dementia and other age-related conditions.

We found the following examples of good practice.

Relatives spoke positively about their experience of visiting their loved ones and the communication they had received from the service during the pandemic. Relatives comments included, "There's a visiting room. I've been going in at least once a week; sometimes twice. I book it online. When we get there we go to the vestibule, they can see us waiting there. They take our temperatures then walk us round to the visiting room door. They make sure they open the window for ventilation and we use the hand gel." and "We hold power of attorney, they spoke to us about the testing and we made a best interest decision for my relative to have the test; it was the same for the vaccine. They called us up about that and told us what was happening. We have no concerns at this point in time."

The environment was clean and hygienic and increased cleaning schedules to reduce the risks of cross infection were in place. We observed staff wearing the correct personal protective equipment (PPE) and they knew how to dispose of it safely.

People and staff were taking part in regular COVID-19 testing. People were being monitored for symptoms of COVID-19 and people who needed to were supported to isolate in their own rooms. Signage was visible on the bedroom door of any person who was isolating. This meant staff knew before they entered the room what PPE to wear and what enhanced procedures needed to be followed to protect them from risk. Any visitors needing to enter the building, were screened for signs and symptoms of COVID-19, asked to sanitize their hands and provided with PPE before they could enter.

Further information is in the detailed findings below.

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 Grange

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 February 2021 and was announced.

Is the service safe?

Our findings

S5□ 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.

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