

Caldwell & Beling Ltd

The Oaks Care Home

Inspection report

46 New Brighton Road
Emsworth
Hampshire
PO10 7QR

Tel: 01243372155

Date of inspection visit:
12 November 2020

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24 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Oaks Residential Care Home is registered to provide care for up to 33 people, including people living with dementia.

We found the following examples of good practice.

- Visitors were received in a safe and appropriate manner. Upon entry to the service visitors' temperatures were checked and contact details recorded for track and trace purposes. Signs were in place requesting staff and visitors adhere to government guidance with respect to personal protective equipment (PPE) and to be mindful about the potential to bring Covid-19 into the service.
- PPE was supplied to visitors at reception. Staff were observed wearing appropriate PPE during our visit and had received training in its use.
- At the time of the inspection relatives were not permitted to visit due to a Covid -19 outbreak, though the provider had previously arranged visits for relatives and had facilitated garden visits with social distancing in place, the provider had a visiting unit in the garden with floor to ceiling screening. The provider hoped to restore these visits when deemed safe to do so. People were able to communicate with family through alternative means such as video calls.
- People were tested every 28 days and staff were tested every week for Covid-19 and the provider supported them should they test positive for Covid-19. The provider worked with people and their relatives to maximise the uptake in testing and overcome people refusing tests. New admissions were supported in line with best practice guidance and the provider was able to support people in isolation.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the provider's infection control policy.
- The registered manager had systems to ensure there was clear oversight in relation to infection prevention and control. There were comprehensive infection control audits and cleaning schedules in place to ensure the home remained clean.

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?

Inspected but not rated

Inspected but not rated

The Oaks 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 November 2020 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.