

# Country Court Care Homes 3 OpCo Limited

## Oakview Lodge

### Inspection report

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Date of inspection visit:  
15 January 2021

Date of publication:  
22 February 2021

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Oakview Lodge is a purpose built 'care home' providing accommodation, nursing and personal care to a maximum of 64 people aged 65 and over. At the time of our visit, 42 people were living at the service.

We found the following examples of good practice.

- The service was receiving professional visitors with infection control procedures in place. Visitors were health screened and had their temperatures checked by on arrival. Handwashing facilities and alcohol gel were made available and all visitors were required to wear personal protective equipment (PPE).
- The service had been providing screened visits in a 'garden room' with robust procedures in place. Visits were limited and were by appointment only, with times allocated to avoid potential infection transmission with other visitors. Visits had been temporarily suspended due to an outbreak of COVID-19 at the service, which had been communicated openly with people and relatives. The interim manager confirmed that relatives were frequently updated with regards to the services' position regarding future visits.
- The service had taken steps to alleviate feelings of loneliness or isolation being experienced by people. Staff were allocated to support people's wellbeing and this team were involved in developing activities for people and supporting telephone and video calls to their relatives and friends.
- The service was clean and hygienic. Robust cleaning schedules were in place, which were methodically completed throughout the service. Senior staff completed daily checks and 'walkarounds' of the building, alongside regular infection prevention and control audits. Action was promptly taken to address any issues identified.
- Staff were provided with a designated preparation area on arrival to and departure from the service. PPE donning and doffing stations were placed throughout the building, with ample PPE supplies available. Staff were seen to be maintaining social distance and adhering to the PPE guidance and protective measures in place.
- The provider had developed a package of policies and procedures in response to the coronavirus pandemic.

## 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**

# Oakview Lodge

## **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 15 January 2021 and was unannounced.

# 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.