

Four Seasons (H2) Limited

The Headington Care Home

Inspection report

Roosevelt Drive
Headington
Oxford
Oxfordshire
OX3 7XR

Date of inspection visit:
22 December 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

The Headington Care Home is registered to provide personal and nursing care to adults, predominantly to those living with dementia. The service can accommodate up to 60 people, in one adapted building, over two floors. At the time of our inspection 40 people were living at the home.

We found the following examples of good practice.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) and we observed staff wearing a full set of PPE. Staff had received training in infection prevention and control and how to put on and take off the personal protective equipment. There were designated PPE stations allocated around the home and these included further information and guidance to prompt staff in the infection correct procedures.

The registered manager ensured the home was cleaned regularly. This included regular cleaning of high-risk areas and frequently touched surfaces. Staff told us they changed into work uniforms on site and their uniforms were being laundered at the service to minimise the risk of cross infection.

The provider ensured regular testing for staff and people took place. The registered manager was working with local social care professionals and local public health team to manage the outbreak effectively. The registered manager informed us a week before our inspection they started process of Covid-19 vaccinations. The registered manager told us the team were very well supported by the provider's senior management team as well as the local external health professionals.

The registered manager had ensured clear communication with people's relatives regarding the outbreak and visiting arrangements. Where possible ground floor window visits were facilitated and where people received end of life care, relatives' visits were supported after individual risk assessments and within the current guidelines.

People were supported by a team of committed team of staff whom they knew well, where agency staff had been used the registered manager ensured the continuity of staff was maintained. Staff used aids, such as white boards to aid the communication with people where the verbal communication was at times affected by staff wearing face masks.

Staff encouraged people to maintain social distancing, where needed people were nursed in their own bedrooms.

Staff praised the support received from management team. One staff member described the registered manager as 'amazing'. Another staff member said, "We managed to maintain positive mood and calmness."

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

The Headington 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 site visit took place on 22 December 2020 and was announced.

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 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 managed.
- We were assured that the provider's infection prevention and control policy was up to date.