

Chanctonbury Health Care Ltd

Oaklands Court Nursing Home

Inspection report

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25 February 2021

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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

Oaklands Court Nursing Home is a care home providing nursing and personal care for up to 43 people aged 65 and over. At the time of the inspection, there were 33 people living at the service. Some people were living with a dementia.

We found the following examples of good practice.

The home was clean and well maintained. There was a regular cleaning programme throughout the day. There was a well-resourced cleaning team who followed and completed cleaning schedules. They were knowledgeable regarding current Covid-19 cleaning guidelines. Care and all other staff were also completing additional cleaning. For example, the cleaning of high touch areas after use that included door handles and mobile phones.

The home was currently closed to all visitors due to a recent Covid-19 outbreak. However, visiting had continued for those people at the end of their life, with individual risk assessments to safeguard people and visitors. There was a visiting policy to provide relevant guidelines to follow once the home re-opens to visitors in line with government guidelines, and information on visiting was displayed on the home's website. The conservatory had been designated as a visiting room; this provided a direct outside entrance that supported safe visiting arrangements. Staff had supported people to maintain contact with their loved ones with the use of video calls and telephones.

There were systems in place to ensure that people who had tested positive for Covid-19 were isolated in their own rooms all of which had en-suite facilities. People who were not isolating and chose to visit the dining areas or communal areas were supported by staff to maintain social distancing. For example, chairs and tables had been re-arranged to allow more space between people.

An adequate supply of personal protective equipment (PPE) was available and staff had received specific Covid-19 training, this included guidance for staff on how to put on and take off PPE safely. Staff were seen to be following correct IPC practices. Hand sanitisers were readily available throughout the home along with stocks of PPE.

Regular testing for people and staff was taking place, in accordance with government guidelines. The providers were keen to support staff through this difficult time and ensured they were safe and felt appreciated. For example, pregnant staff had been furloughed on full pay and staff had been treated to take-aways.

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

Oaklands Court Nursing 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 25 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.