

# Shelton Care Limited

# Oak House

## Inspection report

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Date of inspection visit:  
15 December 2020

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30 December 2020

## Ratings

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

## Overall summary

Oak House accommodates up to eight people in an adapted building with shared and single occupancy flats. At the time of the inspection there were eight people living in the home.

We found the following examples of good practice

- A visiting policy and procedure was in place which had been shared with relatives. This included the booking system and Personal Protective Equipment (PPE) requirements for relatives. Protocols were in place to ensure the visiting area was sanitised between visits.
- When visits had been restricted other methods were used to ensure people continued to have contact with their loved ones such as, video and telephone calls.
- People continued to be supported to access the community to maintain their emotional wellbeing. Risk assessments were in place to ensure people were supported to remain safe when accessing the community.
- Easy to read formats were produced to ensure people were provided with information on how to keep safe in a way they understood.
- The environment was clean and additional cleaning had been implemented to lower the risk of cross transmission. Specialist equipment was used to sanitise all areas to ensure 'hard to reach' areas were cleaned effectively.
- Staff were supported by the registered manager and deputy manager during periods of anxiety and the provider had an internal wellbeing service available for staff.

## 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 House

## **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 December 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.