

Equilibrium Healthcare Limited

Oakland House Nursing Home

Inspection report

290-292 Dickenson Road
Longsight
Manchester
Greater Manchester
M13 0YL

Tel: 01612572395

Date of inspection visit:
25 August 2020

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08 September 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Oakland House is a nursing home providing intervention for adults (male and female) aged over 18 years that need continuing care support and who have enduring mental health/complex needs. The home is currently registered to provide care for 38 people who's stay in the home may either be informal or subject to certain conditions under the Mental Health Act 1983.

We found the following examples of good practice

- The provider was swift to respond to the emerging coronavirus crisis. The Infection Prevention and Control lead co-ordinated the providers strategic and operational response. This included early implementation of a 'phase one' risk assessment and action plan.
- The provider was approached by local health and social care commissioners to train other care homes in infection prevention and control procedures. An integrated model of support was developed to enhance the city response to the coronavirus crisis. This collaborative effort involved staff from both Equilibrium Healthcare and the local NHS.
- Enhanced levels of support were provided to staff to ensure wellbeing. This ranged from support with provisions for staff with younger children, support with household groceries, and financial assistance.
- Implementing individual care plans to mitigate the impact of coronavirus with people who lack capacity; and raising awareness of the impact of restrictions and how this can affect people's lives not only during a crisis but in more usual times.
- Working closely with the local GP's resulting in effective coordination of care and strengthened professional relationships, including good use of technology to carry-out virtual consultations.
- Independent advocacy support continued to be provided via telephone. On occasions this was also provided out-of-hours.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

Inspected but not rated

Oakland House 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on Tuesday 25 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using personal protective equipment effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout of the premises and hygiene practices in place.
- We were assured the provider was making sure infection outbreaks could be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.