

United Health Limited

Coppice and Oakside Care Home

Inspection report

Shipleigh Common lane
Ilkeston
Derbyshire
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07 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

Coppice and Oakside Care Home is a residential care home in Ilkeston. The home consists of two adjacent purpose-built bungalows. The service provides personal care for up to ten people with learning and physical disabilities. There were nine people living there at the time of the inspection.

We found the following examples of good practice.

- The registered manager had ensured that any visitors were monitored through a booking system and the use of face coverings. Any professional visitors into the home were subject to temperature checks and a health questionnaire.
- There were sufficient staff to support people's needs and contingency arrangements to use regular staff in the case of annual leave or sickness. This ensured people were supported by a consistent group of staff who knew people well.
- There were systems in place to ensure staff used their personal protective equipment appropriately and the provider ensured adequate supplies.
- The provider was engaged in testing the staff weekly and whole home testing on a monthly or as required basis. People had their temperatures taken twice daily, this was to ensure any concerns could be responded to swiftly.
- Cleaning schedules had been reviewed and appropriate products used to reduce the spread of the virus.
- Staff were supported in their role with regular supervision, the registered manager was introducing individual risk assessments to ensure all risk to staff were reduced or managed.
- Staff received training and competencies to support their roles. New staff were supported by a mentor scheme and appropriate training.
- There was an infection control policy which was updated in line with any new guidance. This was supported by regular audits to maintain standards or drive improvements.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

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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.

We are improving how we hear people's experience and views on services, when they have limited verbal communication. We have trained some CQC team members to use a symbol-based communication tool. We checked that this was a suitable communication method and that people were happy to use it with us. We did this by reading their care and communication plans and speaking to staff or relatives and the person themselves. In this report, we used this communication tool with three people to tell us their experience.

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.

This inspection took place on 7 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.