

Barchester Healthcare Homes Limited

Red Oaks

Inspection report

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26 February 2022

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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

Red Oaks is a care home providing nursing and personal care for up to 64 older people. People were living with a range of needs associated with older age such as physical frailty and dementia. There were 52 people living at the service on the day of our inspection.

We found the following examples of good practice.

The service was facilitating visits in line with government guidance. A variety of visiting options were available for people to see friends and family. For example, use of the visiting suite, use of the grounds and in-house visits.

There were processes in place for staff to check the status of COVID-19 passports for visiting professionals and contractors.

There were robust cleaning schedules in place for bedrooms and communal spaces including sanitising high touch areas, which promoted safe infection control practices.

Staff had received training which included infection prevention and control (IPC). The service had a designated IPC champion who carried out audits for continual IPC improvements. Staff were observed to wear their personal protective equipment (PPE) appropriately.

The registered manager told us they had been well supported by the provider. The registered manager attended regular management meetings to keep their knowledge current and share learning with the provider's other services.

The provider communicated IPC policy changes to staff by email. Staff and management had access to the provider's 'Coronavirus helpline' to answer questions or for further guidance if required.

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

Red Oaks

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The provider facilitated visiting in line with government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.