

Anchor Carehomes Limited

Oakwood Grange

Inspection report

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17 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

Oakwood Grange is a purpose-built care home providing accommodation and personal care for up to 60 people over two floors. At the time of the inspection there were 49 people living at the home.

We found the following examples of good practice.

Relatives received regular updates about visiting arrangements. Clear guidance for visiting was displayed at the home. A warm and inviting screened visiting room was available for pre-booked visits. Window visits were supported, and a microphone was available to support communication for these. People were supported to use technology, where appropriate, to keep in contact with their friends and relatives. Local school children were writing to pen pals at the home; some school children made gifts and posters to support people's mental well-being at the home. The home had a clearly defined process for sanitising all gifts brought to the home before being given to people living there.

Staff were supported to social distance, a room had been designated for staff breaks. People had been supported to self-isolate when necessary. Staff were updated through handovers and a discrete PPE station was placed outside the rooms of people who were self-isolating. Clearly defined zones within the home supported this during COVID-19 outbreaks.

One member of staff had been given responsibility for the additional and enhanced cleaning of touch surfaces; this was well-documented. Laundry was pre-sorted into different types and colour-coded and labelled. This meant the laundry person did not have to sort soiled laundry. Separate laundry arrangements were in place and disposable crockery and cutlery had been used for those people who had tested positive for COVID-19. Unused rooms had been repurposed to support infection prevention and control (IPC); such as the visitors' room, additional staff room, and staff changing room.

People were admitted to the home safely. Clear guidance was available and followed. The home had developed good links with health professionals to facilitate safe admissions to the home and ensure appropriate access to health support.

To minimise infection risks staff put on and took off their uniforms at the home; there was a designated changing area for this. Staff were observed wearing appropriate PPE at all times and appeared comfortable wearing this. Good stocks of PPE were available. Regular handwashing was promoted for both people and staff.

Monthly IPC audits checked handwashing and PPE use. An information folder with frequently asked questions had been developed; this contained useful guidance to support people's understanding of PPE wear as well as the Coronavirus in general. There was a clear record of infection risks and actions taken to mitigate those risks. Consideration had been given to vulnerable groups of people and staff. The provider had robust contingency arrangements in place.

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.

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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.

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

This inspection took place on 17 February 2021 and was announced.

Is the service safe?

Our findings

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.