

HC-One Limited

Oak Tree Mews

Inspection report

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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

Oak Tree Mews is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. People are provided with their own bedroom with private toilet and washing facilities. People live in one adapted building which also provides additional bathrooms and toilets including lounge and dining room space. There is a private garden and car park at the front of the building.

Oak Tree Mews is registered to provide accommodation and personal care to 20 older people. At the time of the inspection eight people lived were receiving care and support.

We found the following examples of good practice.

- Relative visiting was being determined through a dynamic COVID-19 risk assessment process. At the time of the inspection relative visiting was not permitted inside the care home. Visiting for exceptional circumstances, such as end of life, had been supported. Window visits had also been postponed during the service's recent COVID-19 outbreak. The need for these to continue, in one person's case, had been assessed as necessary and therefore supported. The provider was aware of the government's guidance, for relative visiting to be supported, and prior to the service's COVID-19 outbreak, arrangements to enable safe visiting had been in place. Relative visiting would resume when it was assessed as safe to do this.
- People were supported to keep in contact with family members and friends through telephone calls and the use of other technology and social media platforms.
- Healthcare professionals such as GPs and emergency services personnel had provided support, either by visiting when required or virtually on a regular basis. All other non-essential visits had been prevented during the service's COVID-19 outbreak. When asked about how they had been looked after during this time, one person told us people had been very well looked after and they personally, had felt very comfortable during this difficult time.
- The service followed the government's guidance on admissions to care homes. At the time of the inspection the service was closed to admissions due to the recent COVID-19 outbreak. All prospective admissions however, were required to have had a negative COVID-19 test result within 24-48 hours prior to admission. Once admitted people were immediately supported to self-isolate in their bedrooms for 14 days to reduce the risk of potential infection spreading.
- During the service's COVID-19 outbreak people were supported to self-isolate in their bedrooms to prevent the spread of infection. A group of staff had moved into the service to ensure people's care could be maintained and to reduce the risk of the infection spreading in the local community.

- Staff were wearing fluid repellent face masks at all times and appropriate personal protective equipment (PPE) when delivering care to people. Staff had worn appropriate PPE during the services COVID-19 outbreak. The provider had ensured adequate supplies of PPE. Relatives visiting for exceptional reasons, were supported to wear appropriate PPE.
- Staff continued to monitor people for the signs and symptoms of COVID-19.
- Safe waste and laundry management arrangements were in place to help prevent the spread of potential infection.
- The provider's COVID-19 policies and procedures were available to all staff as well as the service's COVID-19 prevention and outbreak plan. Action had been taken by the provider to ensure staff received effective leadership moving forward.

Further information is in the detailed findings below:

- We were informed by staff that the cleaning of people's bedrooms, when people were self-isolating, was completed 'when it was possible to do so'. Records relating to the cleaning that took place in these areas at this time were not maintained. The maintenance of cleaning records was addressed by senior managers following this inspection to ensure these were fully completed moving forward. Additional cleaning support and monitoring of cleaning was also organised following this inspection.
- Additional cleaning of the bedrooms of people who were tested COVID-19 positive had not been completed. Decontamination records for these areas had not been completed and staff were unclear about what decontamination had taken place. The maintenance of decontamination records was addressed by senior managers following this inspection to ensure these were fully completed and recorded in the future.
- Although training had been provided to staff, including relevant guidance from the provider, on where staff should take off (doff) their PPE after attending to a positive COVID-19 service user, staff had not followed this in practice. We raised this as a concern following this inspection and recommended that donning and doffing procedures be reviewed with the staff to ensure safe practice was followed in the future. The new home manager reviewed the relevant guidance with staff and confirmed the guidance would be followed moving forward.
- Although COVID-19 testing was accessed for people and staff, the relevant guidance provided on this had not been followed correctly and the provider's protocol for following up tests results not followed. We raised this as a concern following this inspection and signposted the provider to relevant government guidance. The provider took action to ensure this guidance and relevant protocol was followed in the future.
- The provider acted quickly to provide the service with further support to ensure its COVID-19 Management Plan and infection, prevention and control policies and procedures were followed and that necessary records are completed.

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 somewhat assured the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

Oak Tree Mews

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 28 January 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was using PPE effectively and safely.
- 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 accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date.

We have signposted the provider to resources to develop their approach to testing.