

# Thurrock Borough Council

# Oak House

## Inspection report

103 Corringham Road  
Stanford-le-hope  
SS17 0BA

Tel: 07795127114  
Website: [www.thurrock.gov.uk](http://www.thurrock.gov.uk)

Date of inspection visit:  
20 October 2020

Date of publication:  
16 November 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Oak House is a nine bedded service commissioned by the local authority to support people with a positive COVID 19 test following discharge from hospital, before they return to their own home or care environment.

We found the following examples of good practice.

The registered manager has followed guidance from the government and local authority to implement infection control practices to keep people safe and mitigate risks.

The environment had been fully utilised to allow for safe isolation of people in their own individual rooms. Communal areas were large enough to allow for social distancing should people not wish to remain in their rooms. Well-being had been considered with all rooms supplied with a television and radio. People had access to WIFI to make video calls and could use their own mobile phones to stay in contact with relatives or they could utilise a service phone.

The registered manager had developed a clear pathway for admission from hospital to provide person centred care.

Staff had received additional training on infection prevention control, COVID 19 and the correct use of PPE. Facilities at the service provided a private area for staff to apply their PPE, staff were provided with scrubs to wear and had access to a shower before they left work.

Staff were employed to only work at the service and did not work at other locations. The registered manager had plans in place to employ more staff should the need occur on short term contracts.

We were assured that this service met good infection prevention and control guidelines as a designated care setting

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 was implementing safe infection prevention control practices.

**Inspected but not rated**

# Oak House

## **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 review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 20 October 2020 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.