

Kingswood Care Services Limited

The Oakes

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

The Oakes is a care home providing personal care and accommodation for seven people who have a learning disabilities and/or autism.

We found the following examples of good practice.

The service had effective systems in place for managing the Covid-19 pandemic to keep people and staff safe. There was a strong focus on promoting the safety and wellbeing of people. The service used surveys to identify the needs of people and staff in order to manage any risks associated with Covid-19 and provide additional support and reassurance if required.

Staff were provided with the appropriate training and personal protective equipment (PPE) was made available to people and staff. Infection control measures and cleaning regimes had been increased and additional hand sanitising stations were available throughout the service.

The service was creative in its approach to supporting people with learning disabilities to wear PPE that had been personalised to reflect their personalities and interests.

There was signage throughout the service encouraging handwashing and the correct wearing and disposal of PPE. Notices on doors provided guidance as to the numbers of people allowed to enter each room to ensure safe social distancing could be maintained.

The home environment had been adapted to create more space for social distancing and the garden space was being fully utilised and had been further developed to promote occupation and social interaction in a safe way.

People continued to be supported to live meaningful lives day to day. Thought had been given to ensure people could still access the community, enjoy outdoor activities and meet up with friends and relatives within the constraints of current government guidance to ensure their safety.

Since visiting had resumed, a designated area had been made safe for visits utilising outdoors space. A booking system and screening checks were in place to protect people from the risk of cross contamination.

The provider demonstrated a commitment to supporting staff who were shielding and had introduced new staff incentives to show staff they were valued and appreciated.

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 following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Oakes

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 5th August 2020 and was announced. 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.

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 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.