

London Borough of Redbridge

Oakfield Lodge

Inspection report

Albert Road
Ilford
Essex
IG1 1HJ

Tel: 02087089223
Website: www.redbridge.gov.uk

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04 March 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

Oakfield Lodge is an extra care service that provides personal care to 22 older people living in their flats and properties within an sheltered housing complex. The complex has 73 flats and properties but not everyone who lived in the complex received personal care from the service.

We found the following examples of good practice.

There were safety measures in place for visitors to the housing complex. People entering the service were required to provide evidence of a recent negative COVID-19 Lateral Flow Test (LFT) result. Where visitors had not completed tests before visiting, the service offered these. There was Personal Protective Equipment (PPE) available for visitors to wear, such as a face masks, to limit potential infection transmission.

Relatives of people using the service, and all those living at the complex, were kept up to date on changing visiting restrictions either by phone or email. Similarly, there was signs at the entrance reminding visitors about the importance of hand hygiene, PPE and not to visit if they had COVID-19 symptoms. People were supported to maintain contact with relatives if required. For example, the service assisted with phone calls and window visits when restrictions were in place. As people lived in their own flats and properties they were free to come and go as they pleased. However, the provider supported those who had tested positive for COVID-19 by asking them to isolate where possible and supporting them with food and domestic chores whether they were a service user or not.

Staff were tested regularly. Until recently staff members took Polymerase Chain Reaction (PCR) tests weekly and LFT daily before attending shifts on site. Now in line with updated government guidance the provider only sought LFT results. Only staff providing negative test result were permitted to work.

The service had enough staff. Staff absences were covered by existing staff. The registered manager showed us their contingency planning for the service which explained how the service would be supported should extraordinary circumstances arise, such as further outbreaks of COVID-19.

Infection control policies, procedures and risk assessments were up to date. These supported staff to keep people safe. The provider kept up to date with government guidance with regard to COVID-19 to ensure they were following it correctly, cascading relevant information to staff.

All staff had been trained in infection control and the use of PPE, including agency staff. We saw staff using PPE correctly. Handwashing guidance and infection control signage was displayed in prominent places. The communal areas of the complex was kept clean at all times to maintain hygiene and help prevent the spread of infections.

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

Oakfield Lodge

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 04 March 2022 and was announced. We gave the service seven days 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.