

New Century Care (Colchester) Limited

The Oaks Care Home

Inspection report

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Lexden
Colchester
Essex
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Date of inspection visit:
23 February 2021

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16 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Oaks is a 'care home' registered to provide accommodation, personal and nursing care for up to 61 people in one building on two separate floors. This includes people with a physical disability, living with dementia and people receiving end of life care. At the time of the inspection 35 people were living in the service.

We found the following examples of good practice.

National guidance was being followed to ensure staff and people living in the service were regularly tested for COVID-19. This included the quick tests, where results were known within 30 minutes and used for visiting relatives.

Booked visits were being accommodated in the 'visiting pod', and systems were in place to accommodate indoor visits, in line with government guidelines from the 8 March 2021.

Staff had been trained and followed safe practice in the wearing of personal protective equipment (PPE).

Along with official posters to alert people how to wear face masks correctly, a poster of a dog also showing how the mask should be worn, caught people's attention and provided a good talking point. Where staff noted visitors wearing black face masks caused anxiety to people living with dementia, the visitors were asked to change to a light-coloured face mask.

People had received their first COVID-19 vaccination. The service was working closely with the local authority, Public Health England, and the Clinical Commissioning Group (CCG) infection control team to ensure their infection control practice was safe.

The 'Bug news', an informative monthly newsletter provided by the local CCG infection control leads, kept staff updated on best practice and new guidance.

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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The Oaks Care Home

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 23 February 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 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 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.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We found shortfalls in the cleaning of the sluice rooms and a store cupboard. The management took immediate action during the inspection to declutter, and deep clean the areas and equipment. To ensure areas are not allowed to deteriorate again the registered manager told us more robust checks had been put in place.

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