

Healthcare Homes (Spring) Limited

Oaktree Care Home

Inspection report

Lark Rise
Brimsham Park, Yate
Bristol
BS37 7PJ

Tel: 01454324141
Website: www.healthcarehomes.co.uk

Date of inspection visit:
04 February 2021

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26 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Oaktree is a care home that provides personal and nursing care for up to 76 people. The service is provided in accommodation over two floors. At the time of this inspection 51 people were living in the home.

We found the following examples of good practice.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any symptoms related to Covid 19.

On our arrival we were greeted by the receptionist and had our temperature taken, we were asked to sanitise our hands and to wear a mask. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

We were escorted safely throughout the home, we did not enter people's bedrooms. We saw staff wearing correct PPE during our visit. The registered manager and nurses completed 'spot checks' of the environment. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The registered manager and staff ensured contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. It was evident from relatives thank you cards that they were grateful to all staff for the care and attention their loved ones received and for keeping them safe. Written comments included, "Thank you especially for keeping dad, so, so safe and well, we appreciate your dedication", "Thank you for giving mum a memorable 101st birthday, we know it's difficult to do 'ordinary' in these difficult circumstances" and "Thank you for looking after mum, I know she loves living there and that she is in the best hands".

Throughout the spring and summer, garden visits were arranged by appointment. Procedures ran smoothly and staff were available if required whilst promoting privacy for people and their relative. As the autumn and winter season had approached, the provider had considered alternative visitor arrangements. An internal pod had been installed which had external access to help reduce entry to other parts of the home and reduce risk. In addition, an outside summer house had been installed and adapted as a 'safe pod' Both pods had a clear Perspex screen divider and a hearing loop system was installed to assist communication between people.

All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager was very proud of all staff and recognised and celebrated their efforts and

sacrifices during the pandemic.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained strong. When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training and regular updates were provided. There was effective, supportive communication between the area manager, registered manager, staff, people using the service and relatives.

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

Oaktree 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 February 2021 and was announced.

Is the service safe?

Our findings

Oaktree is a care home that provides personal and nursing care for up to 76 people. The service is provided in accommodation over two floors. At the time of this inspection 51 people were living in the home.

We found the following examples of good practice.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any symptoms related to Covid 19.

On our arrival we were greeted by the receptionist and had our temperature taken, we were asked to sanitise our hands and to wear a mask. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

We were escorted safely throughout the home, we did not enter people's bedrooms. We saw no evidence that staff were not wearing PPE during our visit. The registered manager and nurses completed 'spot checks' of the environment. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The registered manager and staff ensured contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. It was evident from relatives thank you cards that were grateful to all staff for the care and attention their loved ones received and for keeping them safe. Written comments included, "Thank you especially for keeping dad, so, so safe and well, we appreciate your dedication", "Thank you for giving mum a memorable 1001st birthday, we know it's difficult to do 'ordinary' in these difficult circumstances" and "Thank you for looking after mum, I know she loves living there and that she is in the best hands".

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All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager was very proud of all staff and recognised and celebrated their efforts and sacrifices during the pandemic.

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