

Dolphin Homes Limited

The Oaks

Inspection report

91 Hulbert Road
Bedhampton
Havant
Hampshire
PO9 3TB

Tel: 02392474476

Website: www.dolphinhomes.co.uk

Date of inspection visit:
15 February 2022

Date of publication:
01 March 2022

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 an eight bedded residential care home providing care to people who have physical and / or learning disabilities or autism. The premises were a converted domestic property and people had a bedroom and ensuite facilities. There was a communal living room and a large kitchen and the house was set in large, accessible gardens. There were eight people using the service when we inspected.

We found the following examples of good practice.

The provider had clear records of cleaning including four hourly sanitising of all frequent touch areas.

Staff absence was covered by either colleagues or bank staff who had limited where they would work to minimise working across different services. Should there be a need for staff to work in more than one of the providers services a risk assessment was completed to minimise potential concerns.

Staff had been trained in infection prevention and control, IPC, and understood why they were taking the actions required to protect people.

There were clear entry procedures for visitors and staff told us they had refused admission to people who had not provided a clear lateral flow device test, LFD, and who had subsequently refused to take one. We saw records of temperatures taken and were asked about vaccines and our current health.

Emergency access to the service by people who had no LFD test or who were unvaccinated was permitted depending on completion of a risk assessment however this process had not been used. For example, a paramedic attending an emergency could access the service without having received a vaccination as the benefit to a person in a health emergency outweighed the risk of the access.

The provider had risk assessed as aspects of COVID-19 including specific risk assessments for people and staff from a black and minority ethnic background, BAME. The BAME risk assessments identified some tasks, such as aerosol generating tasks in infected people that people of BAME origin should avoid.

People were supported to access the community and day service. Staff supported them to complete an LFD test before leaving the service and after their trip.

The premises were cleaned as well as was possible however there was a need for some areas such as carpets and hard floors to be deep cleaned. There were also maintenance concerns such as damaged wood finishes and unsealed flooring that made maintaining a very hygienic environment difficult, however we saw no impact as people had not ever tested positive for COVID-19 at the Oaks.

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

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

The Oaks

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 15 February 2022 and was unannounced.

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. However had not admitted anyone to the service during the pandemic.
- 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. However we had some concerns about wear and tear to 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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.