

London Residential Healthcare Limited

Oaklands House Care Centre

Inspection report

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17 February 2021

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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

Oaklands House Care Centre is a care home with nursing and can accommodate up to 78 people. It specialises in providing care for adults over 65, including those who may be living with dementia or a mental health condition. There were 47 people using the service at the time of the inspection.

We found the following examples of good practice.

Measures were in place to prevent the potential spread of infection by visitors. The service had developed a visiting policy based on national guidance. The service also ensured that people had opportunities to maintain contact with their family members through the use of social media, video and telephone calls.

There were clear procedures in place for donning, doffing and disposal of personal protective equipment (PPE). Staff adherence to procedures was regularly checked and audited to ensure compliance with current guidance. There was also regular monitoring of staff handwashing practice.

Housekeeping and other staff worked in specific areas to reduce movements around the home. This also enabled deep cleaning to take place each day. Infection prevention and control (IPC) stations and hand sanitisers were situated throughout the home.

Staff were up to date with training and supervision. Staff had completed IPC training and additional training including donning and doffing of PPE. Coronavirus workbooks including a knowledge test had been issued to all staff.

Following the most recent IPC audit in January 2021, six air mattresses had been replaced. A new specific Covid-19 audit was being introduced. The service took part in Care Commissioning Group (CCG) IPC webinar discussions to promote continued learning and development. As a result of this, the registered manager was purchasing IPC trolleys that could be moved more easily in response to need.

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

Oaklands House Care Centre

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 (IPC) 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 17 February 2021 and was announced.

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 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.