

The Orders Of St. John Care Trust

# OSJCT Marston Court

## Inspection report

Marston Road  
Oxford  
Oxfordshire  
OX3 0DJ

Tel: 01865241526  
Website: [www.osjct.co.uk](http://www.osjct.co.uk)

Date of inspection visit:  
03 November 2020

Date of publication:  
01 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

OSJCT Marston Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided. The service provides care to a maximum of 39 people. On the day of our inspection, 38 people were living at the service.

We found the following examples of good practice.

Visitors had their temperature taken and were asked questions about their health to identify signs of infection. A sink and wall mounted hand sanitiser had been installed within the reception area and supplies of facemasks were readily available. Staff entering the building used a nearby room to change their clothes on arrival and put on appropriate personal protective equipment (PPE).

The premises were kept in a clean and hygienic condition throughout. Cleaning records showed areas posing a higher risk of cross-infection, such as surfaces and door handles, were sanitised at a minimum twice each day. Communal dining areas and shared bathrooms were cleaned frequently after use. The service had an infection prevention and control lead. This staff member regularly used equipment which could check the cleanliness of the environment and identify high touch areas. The home had also obtained specialist cleaning equipment such as a steam cleaner.

We observed changes made to the service's environment to help promote social distancing. Seating in communal lounges and dining areas had been arranged to ensure people were seated at a safe distance. People using the service had been encouraged to form social 'bubbles' where they had friendships or enjoyed similar activities with others living at the service. The service is comprised of four units, and whilst some 'bubbles' meant people travelled between units, the registered manager confirmed people living within a unit would be isolated if someone developed a suspected infection, to minimise the risk of cross-infection between units.

We observed staff wearing appropriate PPE. Staff had received training on infection prevention and control. The infection prevention and control lead used a fluorescent lotion that when used with a UV lamp can check if staff have followed correct hand washing techniques. We learnt this had improved staff hand hygiene. PPE stock levels were monitored on a weekly basis, and the service used a central procurement team to order supplies.

The home was registered to regularly test staff and people using the service for COVID-19 infection. The service had agreed to participate in a national study investigating the impact of the pandemic on care homes. This would involve antibody testing for staff and residents over a 12-week period. Antibody tests are used to detect antibodies to the COVID-19 virus to see if it's likely a person has had the virus before.

The service supported people to maintain contact with family members using digital technology. A visiting

policy had been in place, but future visits were on hold due to the national lockdown. The service had focussed on maintaining people's wellbeing during the pandemic. The activities team had organised small socially distanced group activities. People were also able to participate in virtual events such as concerts, tea parties and church services.

## 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**

# OSJCT Marston Court

## **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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 3 November 2020 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 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 have also signposted the provider to best practice guidance in relation to cohorting, zoning and isolation practice within care homes.