

Surrey Rest Homes Limited

Oak House Care Home

Inspection report

Oak House
19 Queens Road
Weybridge
Surrey
KT13 9UE

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21 October 2020

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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

Oak House Care Home is a residential care home providing personal and nursing care for up to 16 older people. On the day of inspection there were 16 people living at the service some who were living with dementia.

The provider had ensured that there was a supply of personal protective equipment (PPE) and staff used this appropriately. Staff had a dedicated changing area with separate access from outside which reduced the risk of infections being brought into the home. Uniforms were only worn at work. Staff had received training in infection control and putting on and taking off PPE safely.

Visitors booked in advance and entered the garden through a side gate. They had their temperature taken and were given PPE. Contact details were taken for track and trace. Visits took place in a gazebo in the garden adhering to social distancing guidelines. The registered manager had provided staff with mobile devices and tablets to assist people with virtual calls to their families when visits were not possible.

The registered manager had carried out risk assessments for people who were in vulnerable groups so that individual risks could be addressed.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Oak House 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 21 October 2020 and was announced. 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.

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.