

Caring Homes Healthcare Group Limited

Oak Manor Nursing Home

Inspection report

Oak Manor
Dereham Road, Scarning
Dereham
Norfolk
NR19 2PG

Tel: 08082235528
Website: www.caringhomes.org

Date of inspection visit:
09 December 2020

Date of publication:
07 January 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Oak Manor Nursing Home is a residential care home which provides nursing and personal care for people. The service can support up to 61 people and specialises in providing care for people living with dementia. There were 46 people using the service at the time of our inspection. The premises are in a rural setting with all facilities on the ground floor.

People's experience of using this service and what we found

Improvements had been made to reduce the risks to people from the spread of infection. Additional cleaning processes and resources had been put in place since our last inspection. Staff adherence to government guidance in the wearing of personal protective equipment had improved. Improvements were being implemented to oversight of this by the manager and the provider however these were not yet embedded.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Inadequate (Published November 2020)

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control identified at a previous inspection. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Inadequate. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question that we had specific concerns about

Inspected but not rated

Oak Manor Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the infection prevention and control measures in place identified at a previous focused inspection in October 2020. The inspection started at 06.30am so that we could assess practices of staff working at night and during the day.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Oak Manor Nursing Home 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, and both were looked at during this inspection.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed the information we received about the service since the last inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

During the inspection

We spoke with the regional operations manager, two quality compliance and support managers, three housekeeping staff and a member of care staff. We carried out observations of staff practice in relation to infection prevention and control and reviewed records relating to this, we also attended a staff handover

meeting.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Inadequate. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections. Information was clearly displayed at the entrances for visitors to follow, alongside sanitizer and personal protective equipment (PPE) for visitors to use.
- We were assured that the provider was meeting shielding and social distancing rules. Staff we spoke with clearly explained the extra precautions to be used for new admissions or people returning from hospital visits.
- We were assured that the provider was using PPE effectively and safely. We observed the correct PPE being used, staff were aware of what should be used and how to dispose of safely. The provider had organised some disposal bins to be replaced after identifying excessive wear.
- 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. Additional cleaning procedures had been implemented since our last inspection and additional staff allocated to complete these. The providers quality and compliance support managers had undertaken spot checks to ensure compliance and worked alongside staff to model best practice where shortfalls had been identified.
- We were assured that the provider was making sure infection outbreaks could be effectively prevented or managed. Senior staff from the providers management team undertook regular walk around checks of the service and unannounced out of hours audits to identify and address any shortfalls in practice.
- We were assured that the provider's infection prevention and control policy was up to date. The manager took part in a regular virtual briefing led by the providers national lead for managing Covid-19. Latest updates from Government and Public Health England guidance were shared and discussed at this briefing with information disseminated via handover briefings to staff.

