

Hill Care 3 Limited

# The Oaks Care Home

## Inspection report

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Northumberland  
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Tel: 01670354181

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08 December 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

The Oaks Care Home is a care home that is registered to provide accommodation and personal care for a maximum of 45 people, some of who may live with a dementia related condition. At the time of the inspection 37 people were living at the home.

We found the following examples of good practice.

- Information, including national guidance was available throughout the home. These resources were used to support staff, people and visitors to understand and follow safe infection control practices. Staff gave positive feedback about how any changes to government guidance were communicated to them.
- Sufficient stocks of personal protective equipment (PPE) were available. Staff had undertaken infection control training and were able to describe the correct sequence of how to put on and take off PPE appropriately.
- Infection control champions were in place and infection control audits were completed. Enhanced cleaning schedules were in place to ensure regularly touched surfaces were cleaned throughout the day.
- People were supported to maintain contact with their friends and family. This included people being supported with window and garden visits. Technology was also used to support people to maintain contact with people who were important to them. This helped minimise the impact of the pandemic on people's wellbeing. Following the updated government guidance in relation to indoor visits building works had been completed to provide a safe indoor area for visits to take place.
- Systems were in place to support people and staff to maintain social distancing. This included staggered meal times to reduce the number of people in the dining room and environmental changes such as, spacing out furniture to encourage people not to sit too close to each other.

Further information is in the detailed findings below.

## 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**

# The Oaks 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.

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 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 8 December 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 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.

We have also signposted the provider to resources to develop their approach.