

Barchester Healthcare Homes Limited

West Oaks

Inspection report

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Date of inspection visit:
28 January 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

West Oaks is a care home with nursing which is registered to provide a service for up to 63 people who require assistance with personal care and nursing needs. At the time of the inspection 48 people were living at the home. The service currently offers services to people whose needs are related to old age and dementia, some of whom may require nursing support. The service, a detached purpose built building, offers single occupancy rooms and one double bedroom across the two storey home, which is divided into five units.

We found the following examples of good practice.

Systems were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available in stations throughout the service.

Any people entering the building were asked to wash their hands, have their temperature checked and were asked to take a lateral flow COVID-19 test. People were provided with appropriate PPE before entering the home.

Staff maintained social distancing where possible and the environment promoted people to remain socially distanced.

Staff had received update training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

A visitor's hub had been created for people to meet with family and friends. This was accessed separately from the home to minimise the risk of infection spread.

People were well supported by staff to have telephone and internet contact with their family and friends. The service had iPads, to facilitate contact.

Staff ensured people's welfare had been maintained and they had sufficient stimulation.

Many of the staff were trained to work across more than one department, which meant they were able to cover other roles when colleagues were absent.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below

Inspected but not rated

West Oaks

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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 28 January 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was using personal protective equipment 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- 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.