

S R Latimer and Dr K S Kotegaonkar

# Oak Lodge Care Home

## Inspection report

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31 January 2022

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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 Lodge Care Home provides nursing and personal care for up to 41 people. Most of whom are older people. The home is situated on a main road, close to all local amenities and with easy access to public transport. At the time of the inspection there were 37 people living at the home.

We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not spread COVID-19. Staff were adhering to personal protective equipment (PPE) guidance and practices.

Communal areas were well spaced and people, with support from staff were encouraged to maintain social distancing. Clear plans were in place for those who were required to self-isolate, and arrangements were in place for telephone or video contact with relatives. For those people who struggled with isolation additional support was provided.

The provider had created a safe visiting area within the home to allow people to see and speak to their friends and relatives. The room was well-ventilated and cleaned between visitors. For those who were nursed in their own rooms there were also clear visiting arrangements in place.

Staff continued to support people to access healthcare, and arrangements were in place should people need to attend hospital safely.

## 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**

# Oak Lodge 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 31 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to staffing and the prevention and control of infection.

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.

### Visiting in care homes

At the time of the inspection the home had residents who had tested positive for COVID-19, and in line with guidance they were not allowing face to face visits, except for those residents who were receiving end of life care. When the home was free of COVID-19 they had clear protocols in place to facilitate safe visiting. They had created a safe visiting area within the home to allow people to see and speak to their friends and relatives. The room was well-ventilated and cleaned between visitors. For those who were nursed in their own rooms there were also clear visiting arrangements in place.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.