

Kingsley Care Homes Limited

Four Oaks Care Home

Inspection report

28 Wood Lane
Partington
Manchester
Lancashire
M31 4LX

Tel: 01613593983

Date of inspection visit:
28 January 2022

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08 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Four Oaks was a spacious purpose built care home suitable for people who required nursing, dementia, residential and/or respite care. It had 62 bedrooms which are all en-suite. Some had their own patio style back door which opened on to spacious garden space and allowed fresh air ventilation. At the time of the inspection there were 61 people living at the home.

We found the following examples of good practice.

People were able to spend time seeing and speaking to their visitors in different ways. On-site visits were facilitated by pre-booking and visitors went straight to people's rooms. They did not interact with any other people at the home and visiting times were not restricted. There were also extensive gardens where visits could take place when the weather allowed.

We observed staff undertaking activities with people and getting ready for their day. We observed how this was done in a safe way for residents and staff, with staff wearing full personal protective equipment (PPE). Stocks of appropriate personal protective equipment (PPE) were well-maintained and staff used and disposed of it correctly. Staff had been trained in infection control practices.

The home monitored the vaccination status of residents and staff and undertook risk assessments when required. The majority of staff and residents had been vaccinated and had received their boosters. COVID-19 testing was undertaken twice weekly by all staff and lateral flow testing was required before each shift. Staff were incentivised to cover, and the use of agency staff was kept to a minimum. We heard how the home had managed to contain Covid-19 to a minimum when staff and two residents had become infected with the virus.

We saw a suite of comprehensive processes and procedures in place to manage risks associated with the Covid-19 pandemic. These included how to care for staff and people using the service who were Covid positive. There were management plans for those people required to self-isolate and additional support available for people who may struggle with isolation.

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

Four 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 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 28 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

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.

The visiting arrangements at the service aligned to Government guidance. There was no negative impact on people in relation to this.

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.