

The Orders Of St. John Care Trust

# OSJCT Old Station House

## Inspection report

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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

### About the service

OSJCT Old Station House is a residential home that is registered to provide care for up to 43 people in a purpose-built building with individual flats over three floors. The home was supporting 37 people at the time of the visit.

We found the following examples of good practice:

On arrival to the service, there was an infection control process which included temperatures being taken. We saw visitors were required to wear the appropriate PPE in line with government guidelines.

The home was clean, and a rigorous cleaning schedule was in place and followed by a dedicated cleaning team and staff. Additional cleaning schedules had been introduced to reflect additional tasks such as cleaning of frequently touched surfaces. Regular audits took place which led to improvements and safety.

Staff had been well trained and followed robust PPE [personal protective equipment] protocols. The provider ensured there was a sufficient stock of personal protective equipment (PPE). Staff had infection control training and understood the correct donning and doffing procedure. The Head of Care audited areas such as effective hand hygiene. This included observations using a lotion and UV torch to show whether hand washing was thorough.

People were supported by a consistent team of permanent staff whom they knew well.

The provider participated in the COVID-19 regular testing programme for both people and staff.

The provider had systems in place to ensure safe admissions, including only allowing new admissions after a confirmed negative result of the COVID-19 test.

Additional, regular communication took place. This included updates for people and their relatives to share the current 'Covid-19 status' of the service and any changes to the visiting policy. We saw a letter dated 3 February 2022 had been sent to family and friends from the provider's Operations Director to provide latest information on visiting guidance.

The provider considered risks and impact of the inspection on the individual staff members, this included around their health conditions as well as their caring responsibilities.

The provider ensured people's relatives were able to stay in touch with people. For example, through visits in line with government guidance and the essential care giver status.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated

**Inspected but not rated**

# OSJCT Old Station House

## **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 4 February 2022 and was unannounced.

# 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. Checks took place prior to visitors entering the home.
- We were assured that the provider was meeting shielding and social distancing rules. Measures were in place throughout the service, in line with government guidance. For example, dining rooms had been updated and people were protected by furniture arranged to provide some distancing. Dining rooms had been updated with hand wipes on tables. Individual sachets of salt/pepper were available, but people also had their own salt and pepper pots if they preferred. Containers to put condiments in for each table had been ordered and these had a blackboard facility which could be updated, for example with the soup of the day. Dishwashers were present in each dining room to reduce movement of dishes and cutlery to reduce risk of cross contamination.
- We were assured that the provider was admitting people safely to the service. Screening checks took place before people moved in.
- We were assured that the provider was using PPE effectively and safely. Staff were observed wearing the appropriate PPE and there was an area to safely put on and remove uniforms to reduce risk of infection at the start and end of staff shifts.
- 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. The home was spacious and had communal seating areas. All areas had been adapted to ensure safe social distancing, for example, in dining areas.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The service liaised with the appropriate bodies when an outbreak occurred, and advice followed appropriately. We saw the home had a recent outbreak and had been advised by the local health protection team to close the home.
- We were assured that the provider's infection prevention and control policy was up to date. The provider's policy was up to date and reflected best practice.

### Visiting in care homes

- Several visiting adjustments had been introduced which included an inside visiting pod which had been created to safely facilitate relatives' visits on a pre-booking basis. All visitors had their temperature taken and completed a lateral flow test (LFT) for COVID-19.
- The registered manager had communicated the essential care giver role to families and friends. The essential care giver role allows continued visitation despite restrictions during an outbreak. We saw communications sent to registered managers of all OSJCT services to update them in respect of the most up to date visiting guidance.

- During the inspection visit, we spoke with three people who were visiting their relatives as essential care givers. We asked their views and they said they had been supported to visit their relatives and take them out for trips in line with guidance. We saw the registered manager had been flexible in the application of the provider policy regarding visiting linked to a person's individual needs.

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.