

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Oxford House Community Care

Location / Core Service address	Date
Oxford House Community Care 3 Park Parade Park Road Farnham Royal SL2 3AU	09/09/2020

Dear Oxford House Community Care

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Staff support

You regularly reassure staff that you take their safety very seriously and have

implemented a number of safe measures to ensure their health and wellbeing. You are supporting staff members who may be at higher risk including staff who are from Black, Asian and Minority Ethnic backgrounds, through discussion in regular supervisions. We discussed government guidance that risk assessments should be completed for staff identified as being at higher risk, which you agreed to review. You can find guidance about this here:

<https://www.gov.uk/government/publications/coronavirus-covid-19-reducing-risk-in-adult-social-care/covid-19-adult-social-care-risk-reduction-framework>

Infection control practice

All staff had completed IPC and PPE training. You review staff practice through regular supervisions and appraisals as well as spot checks by senior staff. You have clear systems in place to communicate expectations to staff about the use of PPE in line with your policy and procedure.

Innovation

You found creative solutions and invested to reduce risks in relation to people receiving visits from family members in their own homes. You provide visiting relatives with PPE and IPC guidance to keep people and staff safe. You also source and provide staff with additional 'contemporary' masks for them to utilise in public when they are not at work. These actions have been well received by relatives and staff members.

Care and treatment for covid19

You are vigilant of hospital discharges and liaise with the co-ordinator to ensure people receive tests so you can manage risks. You have observed the hospital's focus to discharge people quickly some times means home environments are not always reviewed through OT assessments effectively. In addition, people's medication has been sent separately from hospital without consideration about whether the person is able to answer the door. You continue to work closely with the discharge co-ordinator and community team to overcome these issues. We will share this information with the relevant hospital inspector and local authority.

Management of the service

You had reflected and learnt from experiences and risk priorities during the pandemic and feel well prepared in the event of a future lock-down. You praised your staff team for their commitment and collaboration during extremely challenging to provide continuity of care. You continually consider how to value and recognise staff contributions. For example, you have provided each staff member with a 'survival bag' of goodies as well as vouchers as a thank you for their hard work.