

Dorset Healthcare Ltd

# Oakdene Nursing Home

## Inspection report

Ringwood Road  
Three Legged Cross  
Wimborne  
Dorset  
BH21 6RB

Date of inspection visit:  
31 March 2023

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24 April 2023

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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

Oakdene Nursing Home is a care home, providing accommodation for up to 71 people who need nursing or personal care. The service provides support to older people and people who are living with dementia. At the time of our inspection there were 41 people using the service, all of whom required personal care rather than nursing.

The home consists of two separate buildings within the same grounds, one of which specialises in providing care to people who live with dementia.

### People's experience of using this service and what we found

This was a targeted inspection that considered staffing and infection control.

Based on our inspection of staffing and infection control we have no concerns.

There were sufficient numbers of staff to support people on day and night shifts. People and staff confirmed this. People described staff responding in good time when they needed help. Staffing levels had improved in recent months. Robust recruitment procedures were used to help ensure people were supported by staff of a suitable character and conduct.

We were assured by infection prevention and control processes at the home. The home was visibly clean and free from malodours. People spoke positively about the cleanliness of the home.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 8 July 2022).

### Why we inspected

The inspection was prompted in part due to concerns about staffing. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted

inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oakdene Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Oakdene Nursing Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a concern we had about staffing.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by 2 inspectors.

#### Service and service type

Oakdene Nursing Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Oakdene Nursing Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. A new manager had recently been recruited and intended to submit an application to register. In the interim, the home was being supported by an on-site regional support manager.

#### Notice of inspection

This inspection was unannounced.

Inspection activity started on 31 March 2023 and ended on 4 April 2023. We visited the home 31 March 2023.

### What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We reviewed information we had received since the previous inspection. We sought feedback from the local authority who works with the service. We used all this information to plan our inspection.

### During the inspection

We spoke with 3 people who used the service about their experience of the care provided and the cleanliness of the home. We spoke with 8 members of staff including the regional support manager, head of care, senior care assistants, care assistants, receptionist, head of housekeeping, domestic staff, the chef and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We spoke with one professional who visited the service on the day of our inspection.

We looked at 3 staff files in relation to recruitment. A variety of records relating to the management of the service, including rotas and cleaning schedules. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about staffing. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were enough competent staff on duty to meet people's needs. People's comments included: "They have improved the numbers of staff. It's the same at night", "Staff are patient, they come in a reasonable time, and they don't rush me" and, "Oh yes, there are enough staff. Everyone is so helpful. There is usually someone around and it is not long before they come."
- Staffing levels were regularly reviewed and adapted to meet people's changing needs. Staff comments included, "Since [regional support manager] has been in charge things have definitely improved in so many ways. The staffing levels have increased, and the residents and staff seem a lot happier", "Much better staffing levels", "I feel that there is always staff at hand to help out and we work as a good team now" and, "An increase in staffing numbers has been lovely." A professional told us, "I have no problems accessing staff when I visit. They are receptive and helpful."
- Recruitment practices and ongoing checks were sufficiently robust. This included Disclosure and Barring Service (DBS) checks. These checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- 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. A person said, "They always wear aprons and gloves when supporting me with personal care."
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. Areas of the interior décor requiring refurbishment had been identified and included on the home's service improvement plan. A person confirmed, "Cleaning is done daily. I can't fault the cleanliness of the place."
- 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 provider was supporting visiting in line with current government guidance. A person told us, "My

[relative] visits. They come and go as they like." Another person said, "My [relative] comes every day. There is unrestricted visiting."