

Oaklands Rest Home Limited

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Inspection report

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Oldham
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Tel: 01616271142

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05 April 2023

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Oaklands Rest Home is a residential care home providing accommodation and personal care for up to 32 people. At the time of our inspection there were 19 people living at the home. The home is an adapted building, set in its own grounds.

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

Relatives spoke positively about the home and were very happy with the care and support given to their loved ones. The home was clean and well-maintained. Equipment had been checked to ensure it was safe to use. Systems were in place to protect people from the risk of abuse. There were enough staff working at the service to meet people's needs and the provider had robust staff recruitment practices in place. Medicines were managed safely.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The home was well managed by a knowledgeable registered manager. Governance systems were in place to ensure all aspects of the service were reviewed and checked regularly.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 27/02/2018).

Why we inspected

The inspection was prompted in part due to concerns received about the financial viability of the service. A decision was made for us to inspect and examine the risk. As a result we undertook a focused inspection to review the key questions of safe and well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oaklands Rest Home on our website at 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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

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Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

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 an inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Oaklands Rest 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. Oaklands Rest 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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced. Inspection activity started on 5 April 2023 and ended on 25 April 2023. We visited the service on 5 April 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 feedback we had received from the local authority and other organisations and reviewed the previous CQC inspection report. We used all this information to plan our inspection.

During the inspection

We looked around the home and observed staff interactions and the lunchtime meal. We spoke with 5 people who used the service and 3 family members about their experience of the care. We also spoke with the manager, deputy manager and a care assistant. We reviewed a range of records. This included three people's care records, the medicine administration records and two staff recruitment files. A variety of other records relating to the management of the service were also considered as part of the inspection. These included audits, training and supervision records and checks of the equipment.

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 we rated this key question good. At this inspection the rating has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Annual servicing of the equipment was up to date and regular maintenance checks of the building and equipment had been completed.
- Risks to people's health and wellbeing had been assessed and appropriately managed. For example, people using paraffin-based creams which are a fire risk, had risk assessments in place. These identified how staff could minimise the risk of harm.
- Family members told us they felt their loved one's safety was monitored. One person said, "The staff are very attentive. My loved one used to wander at night, so they moved them nearer to the office and they have a pressure mat in their room which alerts them if they get up at night."
- There were processes in place to record, investigate and monitor accidents, incidents and complaints, although there had not been any recent complaints about the service.

Systems and processes to safeguard people from the risk of abuse

- People who used the service and relatives were happy with the care and support provided at Oaklands Rest Home. Everyone told us they felt safe and were well cared for. Comments included, "The staff are very supportive. I don't walk too well and they walk with me to my room as I like to sit in my room sometimes. If I need anything I ring the call bell and they assist me. I never have to wait long"; "I feel confident when the staff are around. They make me feel secure as they know me so well" and "The staff are kind and helpful and know my loved one so well. They know how to deal with my loved one's illness and how to calm them down if they become agitated."
- There was a system in place to document and report safeguarding incidents. This included reporting to the local authority safeguarding team and the CQC.
- Staff had completed training in safeguarding adults.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA.

Staffing and recruitment

- There were enough staff on duty to meet people's needs. We observed staff were attentive to people and responded quickly to their requests for help. One person commented, "I like the fact there is someone around all the time if you need them."
- Thorough checks had been completed when new staff were recruited. We reviewed 2 staff files and found all the relevant documentation was in place, including references. Disclosure and Barring Service (DBS) checks had been received. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Using medicines safely

- Medicines were managed safely.
- Medication administration records (MAR) contained relevant information about people, including any allergies. MARs had been completed accurately by staff.
- Medicines were stored correctly. The temperature of the room and the fridge where medicines were stored were checked daily to ensure they were at the correct temperature.
- One person looked after their own medicines. This had been correctly risk assessed.

Preventing and controlling infection

- The home was clean and well-maintained. There were effective cleaning and infection control processes in place.
- A recent inspection by the food standards agency had awarded the home the highest award of 5 stars for food hygiene.

Visiting in care homes.

- Government guidance around visiting had been followed.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager provided consistent oversight at the home.
- Regular audits and checks were carried out by the registered manager and senior staff. These were used to review the quality and safety of the service.
- Some care files contained old and out of date information alongside current documentation. This meant it was difficult to find information chronologically. We discussed this with the registered manager who agreed to improve the storage of old paperwork and ensure it was filed out of use.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- There was a friendly and welcoming atmosphere at the home, which was reflected in the comments people made. One person told us, "I think it's fabulous here I know everyone. The staff don't change much. All the staff are easy to talk to and go out of their way to help you. I try to keep as independent as I can; the staff allow me to do this. They are all kind, and the manager listens and goes out of her way. I want for nothing. I would definitely recommend the home to anyone, and I wouldn't change a thing."
- The stable staff team ensured staff were familiar with people's needs and provided person-centred care.
- Everyone we spoke with knew the manager well. One person commented, "I know the manager well and I feel fully included in my care. The staff know what my likes and dislikes are. Everywhere is so clean and tidy and when my friends visit, they are made to feel welcome. I enjoy living here."
- Family members told us that although they were not aware of any family meetings, they did not feel the need for them, as the manager was always available and extremely approachable. One said, "I feel fully involved in the care plan and if there are any concerns or changes the manager or senior ring me." Another told us, "The communication is very good. The manager or the senior will ring if there are any concerns. They know my loved one so well they know how to manage them."

Working in partnership with others

- The home worked with the local authority and with health and social care professionals to ensure people had access to appropriate care and treatment.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The home was meeting the requirements of the duty of candour.