

# Care Homes UK Ltd

# Oak Lodge

## Inspection report

Stockton Street  
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Darlington  
County Durham  
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Tel: 01325381135

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23 January 2017

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

We had carried out an inspection on August 25, 30, 31 2016 following anonymous concerns raised about fire safety at the home. We carried out the visit with a Fire Officer from the local Fire Service. We found concerns in relation to fire doors, checks on fire safety equipment, five year fixed wiring and an ineffective fire risk assessment. We also found concerns in relation to safe recruitment and quality audits. These were subject to a warning notice that was required to be met by 31 Dec 2016.

A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. We met with the registered manager during this inspection and they showed us remedial action the service had taken.

At this visit, we were checking whether the service had met the requirements of the warning notice. At the time of our visit there were 13 people using the service at Oak Lodge.

We saw all fire doors were fitted with intumescent strips as per guidance from the Fire Officer and there were regular checks in place on fire equipment as well as regular fire drills to ensure staff were familiar with evacuation procedures. Records to support the safe evacuation of people in event of a fire were in place and up-to-date. People had risk assessments that included any health and safety risks being identified and measures taken to reduce any risk of harm.

Works in relation to fixed five year electrical wiring had been addressed.

We saw the registered manager was undertaking recruitment checks to ensure the safe employment of staff and was also carrying out a range of regular audits to check the health and safety of the service.

## 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.

Remedial work to ensure fire safety was safe had been addressed

The service had reviewed its recruitment procedures and carried out appropriate checks on the suitability of prospective staff.

Audits to check the health and safety of the service were now in place.

**Inspected but not rated**

# Oak Lodge

## **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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection visit took place on 24 January 2017 and was to check actions had been taken following our visits on 25, 30 and 31 August 2016. At that visit we found concerns in relation to fire doors, checks on fire safety equipment, five year fixed wiring and an ineffective fire risk assessment. We also found concerns in relation to safe recruitment and quality audits. These were subject to a warning notice that was required to be met by 31 December 2016. Our visit was unannounced and the inspection team consisted of one adult social care inspector.

We reviewed all of the information we held about the service including statutory notifications we had received from the service. Notifications are changes, events or incidents that the provider is legally obliged to send us.

At our visit to the service we spent time with seven people who lived at the service, and observed how people were supported.

During our inspection we spent time with two care staff, the deputy manager and the registered manager. We looked at records that related to how the service was managed, health and safety records, staff records and looked around all areas of the home.

## Is the service safe?

### Our findings

We had carried out an inspection on August 25, 30, 31 2016 following anonymous concerns raised about fire safety at the home. We carried out the visit with a Fire Officer from County Durham and Darlington Fire Service. We found concerns in relation to fire doors, checks on fire safety equipment, five year fixed electrical wiring and an ineffective fire risk assessment. We also found concerns in relation to safe recruitment and quality audits. These were subject to a warning notice that was required to be met by 31 Dec 2016.

Following our visit in August 2016, the registered manager sent an action plan stating how the service would meet these requirements.

At this visit we met with the registered manager and walked with them around the home. We saw that all fire doors had been fitted with intumescent strips along the side and top to ensure smoke in the event of a fire was contained and doors were sealed correctly. The Fire Officer had returned to Oak Lodge following the fire door strips being fitted and one ineffective door alarm had been repaired. They confirmed all were now in full working order.

The registered manager showed us they had devised a new checklist to ensure fire safety equipment such as hi-visibility vests, torches and blankets in the event of a fire were in place. We also saw that Personal Emergency Evacuation Procedures (PEEPS) were in place for everyone and these had been updated with details of people's health status, mobility and were reviewed monthly.

We looked at the risk assessment in place for two people within their care plans. We saw that risks were highlighted in relation to the environment as well as personal risks such as falls or the presence of oxygen. We saw that where a best interests decision had been made in relation to one person that an assessment of mental capacity had been undertaken along with a best interest meeting help with the G.P, the person, their relative and senior staff from the home. Consent forms had also been signed by the person or their advocate in relation to the use of bedrails and again, a risk assessment was in place for this restrictive practice.

We saw that the five year fixed wiring outstanding works had been carried out and signed off as complete on 8 September 2016. For ease of use the registered manager had developed a checklist for when health and safety related checks needed review such as Portable Appliance Testing, gas safety and lift servicing.

We saw from fire records that fire drills had been undertaken weekly with a record of which staff were present. We saw the fire alarm had been serviced by a contractor on 19 January 2017. Monthly checks were also in place to check fire escape routes and emergency lighting. Other monthly checks were also carried out in relation to moving and handling equipment and bedrails.

A regular programme of audits was now in place by the registered manager which included health and safety, the environment and medicines. These highlighted areas for action and by whom. The registered manager had also brought in new policies and was in the process of ensuring staff were aware of these and cataloguing them appropriately.

At the last visit in August 2016 we saw not all newly recruited staff had the appropriate references from previous employers. We saw the registered manager had now received all references for staff members and had reviewed their recruitment processes to ensure all appropriate checks were in place to ensure the safe recruitment of staff.

We saw all issues we found in August 2016 that were breaches of the Health and Social Care Act 2014 had been addressed.