

Oakwood Care Centre Limited

Oakwood Care Centre

Inspection report

400A Huddersfield Road
Millbrook
Stalybridge
Cheshire
SK15 3ET

Tel: 01613032540

Website: www.oakwoodcarecentre.co.uk

Date of inspection visit:

15 April 2021

16 April 2021

Date of publication:

10 May 2021

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

Oakwood Care Centre is a residential care home providing personal care to 16 people aged 65 and over at the time of the inspection. The service is registered to support up to 18 people in one adapted building.

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

Staff were aware of their responsibilities in safeguarding people from abuse. Risks were well managed. Care records gave clear guidance to staff on what needed to happen to keep people safe, whilst respecting people's choices. Staff had received training to guide them on managing risks. Health and safety checks in the home had been carried out. There was a programme of regular maintenance to the building and servicing of equipment. Medicines were managed safely. Safe systems of recruitment were in place.

Risks to people who used the service, staff and visitors relating to infection prevention and control, and specifically Covid-19, had been assessed and appropriate action taken. The provider was promoting good infection control and hygiene practices. Staff had received additional training, including handwashing and use of personal protective equipment (PPE).

Since our last comprehensive inspection, a new provider had taken over the service. The provider had good oversight of the service. Systems of daily, weekly and monthly quality assurance checks and audits were in place. The service is required to have a registered manager in place. The location did not have a registered manager. Where satisfactory steps have not been taken to recruit one within a reasonable timescale this can be a limiter on the rating for Well-led. However, the provider had taken satisfactory steps in a timely manner to recruit a new manager, who had started the process of applying to register with CQC.

People told us they were happy living at the home and were treated with respect. Staff knew people well and spoke about people in respectful and caring ways.

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 10 December 2019).

Why we inspected

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.

The inspection was prompted in part due to concerns we received about management of the service, staffing levels, safeguarding from abuse, management of risks to people, premises repairs and maintenance and manual handling. As a result, we undertook a focused inspection to review the key questions of safe

and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oakwood Care Centre on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Oakwood Care Centre

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 Care Act 2014.

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 undertaken by two inspectors who visited the service. We also spoke by telephone with staff and relatives of people living at Oakwood Care Centre.

Service and service type

Oakwood Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the CQC. A new manager had been appointed and had started the process of applying to be registered with CQC. Registered managers and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service

and made the judgements in this report. We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with 3 people who used the service and 3 relatives about their experience of the care provided. We spoke with two of the directors, 5 members of staff including deputy manager, care workers and the compliance manager.

We reviewed a range of records relating to the concerns raised and the management of the service. These included care records and risk assessments and records relating to medicines, staffing and staff training, building maintenance and equipment checks, infection control, cleaning, accident and incidents, safeguardings and policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of harm, abuse and discrimination. Staff had received training in safeguarding people from abuse and were aware of their responsibilities to raise concerns and whistleblowing procedures. They were confident any concerns would be dealt with appropriately.
- During our inspection we observed staff supporting people with respect and dignity. People told us they felt safe with the staff. They said, "[Staff name] is really good, but they all are, every one of them I like... they are all really nice in here" and "Oh yes, I think it's safe. Everyone is friendly." A relative said, "They [staff] are really good with [family member]."
- Systems were in place to ensure any concerns raised were investigated and where required the local authority and CQC had been notified.

Assessing risk, safety monitoring and management

- Risks to individuals and staff were identified and well managed. Care records gave clear guidance to staff on what needed to happen to keep people safe, whilst respecting people's choices. They included information on what people could do for themselves and how staff could support and promote people's independence. Staff had received training to guide them on managing risks, including manual handling and nutrition.
- Health and safety checks in the home had been carried out. There was a programme of regular maintenance to the building and servicing of equipment. Staff told us any issues were dealt with promptly. One said, "Any issues or odd jobs are written in the maintenance book and always sorted pretty quickly. I will also tell the managers."
- Some areas of the home needed updating. Because of the Covid-19 pandemic, and restrictions relating to this, the works had been delayed. There was a clear and detailed improvement plan. Bathrooms were planned to be modernised by June 2021 and updates to the electrical and heating system were being undertaken.

Staffing and recruitment

- There was a safe system for staff recruitment in place. Staff files contained the necessary checks to ensure fit and proper people were employed.
- Staffing levels were appropriate to meet people's needs. Staff told us they had time to get to know and understand people who use the service and had enough time and support to do their jobs effectively.
- People told us there were enough staff to provide the support they needed. People said, "I am well looked after. Staff pop in to see me all the time...and sit and talk" and "If I want for anything, I have a buzzer by my bed. I hardly ever have to use it, but if I call them for something they are there straight away."

Using medicines safely

- Medicines were stored and administered safely.
- Staff had received training in the administration of medicines and had regular competency checks. Staff were competent and confident with supporting people with their medicines.
- People we spoke with and medicines administration records (MAR) indicated that people were receiving their medicines as prescribed. We found that some records relating to administration of topical creams had not been fully completed. Managers of the service addressed this during our inspection. One person told us, "[Staff name] does it very well, [they] give me a glass of water and put my tablets in a little cup and watch while I swallow."

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 meeting shielding and social distancing rules.
- 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.
- 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.
- 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 home was very clean and free from malodours.

Learning lessons when things go wrong

- Records were kept of accidents and incidents that occurred to people who used the service and to staff.
- Senior managers monitored accidents and incidents and identified any lessons that could be learned to prevent future occurrences.

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same.

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

- Since our last comprehensive inspection, a new provider had taken over the service. People we spoke with were positive about the service and the way it was managed and organised. Staff said, "This is the best it's been. [The providers] have a vision with attention to detail" and "Senior managers have been fantastic. [Provider] was here last week, [provider] is brilliant. We had a team meeting last week and discussed the action plan. They keep us informed of what is happening, and we can all speak up."
- The provider had good oversight of the service. Systems of daily, weekly and monthly quality assurance checks and audits were in place. Where issues were found they were dealt with promptly.
- The service is required to have a registered manager in place. 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. The location did not have a registered manager. Where satisfactory steps have not been taken to recruit one within a reasonable timescale this can be a limiter on the rating for Well-led. However, the provider had taken satisfactory steps in a timely manner to recruit a new manager, who had started the process of applying to register with CQC.

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 provider understood the duty of candour.
- Statutory notifications are certain changes, events and incidents that the registered providers must notify us about that affect their service or the people who use it. The provider had notified CQC of significant events such as safeguarding concerns.
- It is a requirement the provider displays the rating from the last CQC inspection. We saw that the rating was displayed on the provider website and in the reception area.

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

- People told us they were happy living at the home and were treated with respect. They spoke positively of Oakwood Care Centre. They said, "It reminds me of a seaside hotel", "I am 100% happy" and "Its brilliant."

Like a 3-star hotel." Relatives said staff were knowledgeable about their family members and they were kept up to date and involved in decisions. One said, "Staff are very kind and helpful. Nothing is too much trouble for them."

- We observed staff responding to people's individual wishes and needs. Care records included information about people's equality needs and preferences. Staff spoke about people in respectful and caring ways. They knew people well and took a pride in providing person centred care. A relative said, "The staff are really familiar with residents, in a really positive way."
- Relatives told us they had been kept informed during the Covid-19 pandemic and felt staff had done their best to keep them in touch with their family members. They told us that staff had been flexible and supported visits when restrictions allowed. Relatives told us, "It was difficult [when no visiting]. But now we can go in its brilliant" and "The [staff] at Oakwood have been really good."
- Due to the Covid-19 pandemic residents and relatives' meetings had not been held. We saw that residents' meetings had recently started again. Residents had made suggestions for improvements and these had been actioned by staff and the provider.
- There was a statement of purpose and service user guide. This gave people details of the facilities provided at the home. They explained the service's aims, values, objectives and services provided.
- Records we saw and staff we spoke with showed there were regular meetings and opportunities for staff to speak with managers and were informed of any changes. Staff spoke positively about working at the home and the new providers. One said, "[Provider's name] is regularly here. You can speak openly and feel listened to."

Continuous learning and improving care; Working in partnership with others

- Throughout the Covid-19 pandemic they had remained in very regular contact with the local authority.
- Systems were in place to protect people in the event of an emergency. Contingency plans gave information to staff on action to take for events that could disrupt the service.
- The provider had a system in place that enabled them to review any accident, incident, safeguarding or complaint. This helped ensure they could identify good practice and where improvements needed to be made. People who used the service told us they would be able to raise any complaints they had. One person told us, "I love it here. If there was anything wrong, I'd tell them, but there's not."
- The service had a range of policies and procedures to guide staff on what was expected of them in their roles.