

Review of compliance

Oakland Care Limited Oakland Nursing Home	
Region:	Yorkshire & Humberside
Location address:	White Point Road Whitby North Yorkshire YO21 3JR
Type of service:	Care home service with nursing
Date of Publication:	July 2011
Overview of the service:	Oakland Nursing Home is registered to provide accommodation to people who require nursing or personal care. The home can accommodate up to twenty seven people who require nursing care. The registered manager is Pauline Stonehouse.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Oakland Nursing Home was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 5 July 2011, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People who used the service told us they were satisfied with the service that they received. One person said 'I get the care, support and help I need. Things are excellent in all aspects. My privacy and dignity is respected'. Another person said 'The staff help me with washing and dressing they are very gentle. They ask me how I like things done. They have got used to my little idiosyncrasies. They prompt me to do things for myself to maintain my independence'.

People told us they were happy with the arrangements in place for dealing with medications. One person said 'I was confused about my medication. I could not take my inhaler. The staff showed me the right way. The nurse wrote down my medications and the times. I get my medicines when I want them'.

We were told by people living at the home that they were happy with the home environment and how it was maintained. One person said 'The owner routinely maintains to home, they have decorated upstairs, some communal areas and reception. They are getting ready to decorate the lounge'.

People informed us that they had no complaints regarding the staff who looked after them. People said 'The staff that are recruited all seem to have the right personality to do this type of work'. Another person said 'The staff are good'. A third said 'I feel very safe with the staff. I cannot praise the staff enough to be honest. I always get along with them all, they are very professional' Another person said 'Staff have had training to be able to deliver care safely. I am pleased with what they do'.

What we found about the standards we reviewed and how well Oakland Nursing Home was meeting them

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People had their care and welfare needs met and were treated with dignity and respect. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People's health and wellbeing was protected by the medication systems in place, which helped to protect all parties. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People benefited from a home that was routinely maintained and improved to make sure that it remained a pleasant environment for people to live in. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People received care and support from staff who had been recruited using thorough methods which helped to protect people from staff who may not be suitable to work in the care industry. Overall we found that Oakland Care Home was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People said they were satisfied with the care they received. One person said 'The staff are very good; they let me do what I can do for myself. They help me with the things I cannot do. I get the care support and help I need'. Another person said 'The staff help me with washing and dressing. They prompt me to do things for myself to maintain my independence. They ask how I like things done they have got used to my little idiosyncrasies. I feel the staff handle me safely, they are very friendly and professional, they always want to know I am alright'.

Other evidence

We discussed with the manger on our visit what information was gained about people's needs before they came into the home. She informed us that either she or the Deputy Manager undertook pre admission assessments in people's homes or in the local hospital prior to admission. This enabled them to understand the help and support people would need. She said that once this information was gathered a decision was made about if the staff could meet their needs before a place was offered at the home.

The provider was asked for information about how they ensured they met this outcome. The information provided told us that care plans and risk assessments were being created with people, their representatives and other relevant health care professionals to make sure that individual's needs and preferences were known. It also told us that a 'Key Worker' system was in place, where staff were allocated to be the main carer or point of contact for a person and their representative. This system can help people settle into the home and help staff develop a deeper understand of the individual's

needs.

On our visit we inspected the care documentation of three people living at the home. We found that care plans and risk assessments were in place, they were well written and were detailed to include people's individual personal preferences and choices. We saw that as people's needs changed care plans and risk assessments were updated and they were all reviewed monthly to make sure they reflected people's current needs. We saw that for people who had risks identified there was detailed information about how these risks were to be managed, whilst supporting them to take appropriate risks to maintain their independence. The manager told us that people or their representatives were being asked to take part in care plans and risk assessments reviews. The manager showed us evidence that some people or their representatives had signed to say that they agreed with the care and support being provided. One carer said 'We are encouraged to look at the care documentation to know how people need to be looked after. We have to make time to look at this information'.

Whilst we were visiting this service we saw staff supporting people to make their own decisions, where they were able to do this. We saw that staff treated people with dignity and respect. A carer we spoke to said 'I knock on people's bedroom doors before entering their room. I always introduce myself and I shake hands with the gentlemen. I always treat everyone with respect'.

We were told in the information sent to us and by the manager that the staff were trained to provide end of life care. The manager showed us evidence to support that people's wishes were known and would be acted upon at this difficult time.

We discussed with the manager what systems were in place to deal with emergency situations. She showed us a new transfer to hospital form, which had been recently improved after consultation with the local hospital. This included all relevant information which would be required by the hospital for any emergency admission to ensure people's needs could be met. A week fire alarm check was undertaken. We also saw that there were detailed evacuation plans in place. These measures helped to make sure that people's health and safety would be protected in the event of an emergency.

Our judgement

People had their care and welfare needs met and were treated with dignity and respect. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People said they were happy with how their medication was dealt with. One person said 'The nurses wrote down my medications and the times that I need them'. Another person said 'The staff have had training about medication. They tell me this is your tablet for XXX; they check I have taken them alright. The staff are very good they know what they are doing'.

Other evidence

The provider was asked for information about how they ensured they met this outcome. The information provided told us that they had detailed medication policies and procedures in place and that staff regularly updated their knowledge about how to give medication safely. It also said that medications prescribed were discussed with people so that they were fully informed.

We observed that the qualified nurse gave medication to people as prescribed by their general practitioner or hospital consultant. We were told by the nurse that she kept her medication skills up to date to make sure she remained competent. The manager told us that local general practitioner's (GP's) visited the home and reviewed people's medications when their condition changed, and periodically to make sure that medication being prescribed were still appropriate to maintain people's health and wellbeing.

We inspected three medication administration records (MAR) for the people whose care

we were looking at. We saw that medications were being given as prescribed; there were no gaps on the MAR. This helped to make sure that medication being given or refused were documented, so that the medication administration records were accurate and could be used to effectively monitor people's health and wellbeing.

The nurse we spoke to told us that medical alerts received at the home relating to medication were checked to make sure that issues raised were acted upon appropriately, to help protect all parties.

Our judgement

People's health and wellbeing was protected by the medication systems in place, which helped to protect all parties. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People we spoke to said they were happy with the home's environment. One person said 'It is homely; they try their best to make it this way. I am able to get into the garden and upstairs in the lift. They have a very regular fire alarm check, I feel staff would know what to do in an emergency.' Another person said 'It is nice here'.

Other evidence

We visited this service and observed that we could not enter the home without ringing the door bell and waiting for staff to let us in. This helped to make sure that unauthorised people could not get into the home. There was a small reception area just outside the main door of the home. We saw some people sitting there and they told us this was a nice sun trap where they liked to sit.

Once we were let into the home we asked the nurse in charge to show us around. We looked at the communal areas which were all on the ground floor. We saw that there was a nurse call system available in all areas of the home so that people could summon assistance from staff when they needed help.

We also looked at some bedrooms. We spoke to the manager who told us that people could have their bedroom painted whatever colour they liked.

We saw that the bedrooms were personalised with people's belongings which made them feel homely. We noted that one person's bedroom had an unpleasant aroma. However, the cleaner had not yet been to clean this bedroom. At the end of our visit we spoke to the cleaner who told us that she had been aware of this and told us how this issue had been addressed.

The manager told us that routine and emergency maintenance was carried out as necessary, which helped to make sure that people's health and safety was being protected.

The manager told us that new carpets had been fitted in some areas of the home and the outside of the home was going to be redecorated soon. This helped to make sure it was nice for people to live in.

We saw that people who were unsteady on their feet could gain access to the upper floors of the home by use of a lift. There was disabled access to the garden by means of a ramp. People we spoke to said they were happy with the homes facilities and said they felt the home's environment met their needs. The manager told us that some visitors helped to maintain the gardens when they came to visit the home. The garden area had some flower beds as well as some paving stones so that wheelchair access could be gained.

Our judgement

People benefited from a home that was routinely maintained and improved to make sure that it remained a pleasant environment for people to live in. Overall we found that Oakland Care Home was meeting this essential standard.

Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People we spoke to said 'The staff that are recruited all seem to have the right personality to do this type of work'. Another person said 'I feel very safe with the staff. I cannot praise the staff enough to be honest. I always get along with them all they are very professional' Another person said 'The staff are good'.

Other evidence

The provider was asked for information about how they ensured they met this outcome. We were informed that standard interview questions were used and the home had an Equal Opportunities Policy in place to make sure that potential staff were treated fairly. The information also confirmed that staff undertook clinical supervision to make sure that their skills were kept up to date. Potential staff had to provide evidence that they were legally entitled to work in this country, this helped to make sure that the recruitment system helped to protect all parties.

The information also said that staff who were recruited in the past due to severe shortages of staff without their Criminal Records Bureau being received had been fully supervised by the senior staff at all times. We spoke to the manager about this; she confirmed that at present no member of staff was working at the home until after their CRB result was known. This helped to protect people from staff who may not be suitable to work in the care industry.

The manager provided information that confirmed that all necessary checks had been undertaken to ensure the qualified nursing staff were registered with the Nursing and

Midwifery Council. This helped to make sure that people were being looked after by competent nursing staff with up to date skills to maintain people's health and wellbeing. We concluded that the recruitment systems in place were robust which helped to protect all parties.

The manager confirmed on our visit that disciplinary procedures were in place and said issues would be dealt with to ensure all parties were protected. Staff we spoke to said 'We get lots of training to keep our skills up to date'.

Our judgement

People received care and support from staff who had been recruited using thorough methods which helped to protect people from staff who may not be suitable to work in the care industry. Overall we found that Oakland Care Home was meeting this essential standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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