

Kents Oak Care Homes Limited

Kents Oak Rest Home

Inspection report

Awbridge
Romsey
Hampshire
SO51 0HH
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Date of inspection visit: 4 June 2015
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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 26 & 27 February 2015. After that inspection we received concerns that the number of people living at the home was above the number the service was registered to accommodate. We also received concerns that the construction of a 'make shift wall' compromised the safety of people living at the home.

As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kent's Oak Rest Home on our website at www.cqc.org.uk

Kents Oak Care Home is registered to provide accommodation and support for up to 13 older people who may also be living with dementia. This home is not registered to provide nursing care. On the day of our visit 11 people were living at the home. The home is located in

a rural area two miles from the town of Romsey, Hampshire. The home has two large living rooms, conservatory / dining area and kitchen. The home has nine single rooms and two shared rooms.

The inspection took place on 4 June 2015 and was unannounced.

There was not a registered manager in post at the time of our visit. The registered manager had left the service the previous week and the home was being overseen by the Head of Care. A new manager had been appointed and was due to take up the position the week following this inspection. '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.'

Each of the 11 bedrooms and the home was clean, tidy and well maintained. Two of the 11 rooms were 'double

Summary of findings

rooms' with curtains in place to ensure peoples dignity and privacy was preserved during the delivery of personal care. One person told us, "I like sharing a room. I have some company at night and someone to talk to. We don't always see 'eye to eye' but that's life I suppose".

Summary of findings

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. Premises were suitably maintained to keep people safe.

The service acted in accordance with its registration which ensured people were kept safe.

People were involved in decision making that ensured their freedom was supported and respected.

Good



Kents Oak Rest Home

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 in response to concerns we had received. 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 took place on 4 June 2015 and was unannounced.

The inspection was conducted by one inspector.

During our visit we spoke with the Head of Care, three care workers, two people using the service and one relative

We looked at the homes current occupancy list and two care and support plans for people using the service. We also toured the home and viewed all 11 bedrooms.

Before our inspection we reviewed previous inspection reports and notifications we had received. A notification is information about important events which the provider is required to tell us about by law.

We last inspected the home on 26 and 27 February 2015 where no concerns were identified.

Is the service safe?

Our findings

We previously inspected the service in February 2015 where no concerns were identified. In early June 2015 we received concerns in relation to the number of people living at Kents Oak Rest Home and the safety of people living at the home.

The home acted in accordance with their Care Quality Commission registration. The number of people currently living at Kents Oak Rest Home complied with the numbers for which the service was registered. We looked at records of people who had used the service between March 1 2015 and 4 June 2015. Records showed that the home provided care and support to a maximum of 12 people during this period. One relative told us, "I have been coming in every day for the past month. I know all the residents. Nobody new has come to live here recently".

We could find no evidence to confirm or did we see the construction of a 'make shift wall' in one double bedroom that limited the amount of space people had and put people at risk. The premises were suitably maintained to keep people safe.

People felt safe living at Kents Oak Care Home. One person said "I feel very safe here. The staff are lovely but I'm a bit sad that X (previous manager) has now left. I just hope the new manager is as good". Another person said, "This is my home. It feels like my home and it is my home. I couldn't wish to live in a better place".

Staff told us that the care they provided was consistent with people's plans of care and risk assessments. This included areas of risk which may impact on people's health and welfare and measures to reduce the risk were put into place. For example, people who wished to enjoy shared room occupancy were assessed and involved in decision making processes.