

# Cambian Autism Services Limited

# Oakhurst Lodge

## Inspection report

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## Ratings

### Overall rating for this service

Requires Improvement 

### Is the service effective?

Requires Improvement 

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 and 17 October 2014 at which two breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Oakhurst Lodge' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Oakhurst Lodge provides accommodation and care for up to eight younger people with autistic spectrum disorder, associated learning disabilities and who might display behaviours which challenge.

The home has a registered manager. 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 and associated Regulations about how the service is run.

At this focused inspection we found the premises were of suitable design and layout to meet the needs of people using the service and keep them safe. The home was clean, tidy and well maintained.

Training plans had been updated and staff had completed training relevant to their role. For example, all staff had completed training in first aid, nutrition, and safeguarding adults at risk. A programme for specialist training in autism was in progress.

# Summary of findings

At our focused inspection on the 5 August 2015, we found that the provider had followed their plan which they had told us would be completed by June 2015 and legal requirements had been met.

# 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 effective?**

The service was effective. We found that action had been taken to improve the ongoing maintenance of the service.

Staff received appropriate training and professional development.

We could not improve the rating for effective from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

**Requires Improvement**



# Oakhurst 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 was 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.

We undertook an unannounced focused inspection of Oakhurst Lodge on 5 August 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 15 and 17

October 2014 inspection had been made. The team inspected the service against one of the five questions we ask about services: is the service effective,. This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with two people who lived at the home, the registered manager and two care staff.

We looked at three people's care records and six staff training records. We also looked at maintenance records, health and safety audits and conducted a tour of the property.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

# Is the service effective?

## Our findings

At our inspection on 15 and 17 October 2014 we found service users were not protected against

the risks associated with unsafe or unsuitable premises. The service had not maintained the home adequately to ensure the safety of people living and working there. For example, we had found that some internal areas required maintenance or repair to ensure they were places that could be enjoyed by each person using the service. This was a breach of Regulation 15 (1) (c) Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 15 (1) (a) (e) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We also found that staff had not received appropriate training or professional development, relevant to their role. For example, we found that staff had not completed all of the training relevant to their role. For example, despite being a specialist autism home, none of the staff we spoke with said they had any recent or detailed training in autism. This was a breach of Regulation 23 (1) (a) Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 18 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the provider to send us an action plan detailing what improvements they planned to make to address these two breaches and by when. The provider said they would complete their action plan by June 2015.

At this inspection the home had been decorated throughout with new laminate flooring laid in most areas. The providers planned maintenance and development scheduled showed that this work would be completed by January 2016.

Where carpeting had remained this had been 'deep cleaned' to remove stains and odours. On the day of this inspection we could not detect any unpleasant odours within the home. One person told us, "It's nice and clean and I like living here". We spoke with two cleaning contractors who visited the home two days a week. They told us, "We clean the whole house twice a week to make sure it is clean and tidy. We deep clean areas when we need to to make sure the home is a pleasant place to live".

We looked in people's rooms with their consent. The rooms were decorated to people's required taste and had newly purchased furniture. For example, writing desks, wardrobes and chest of drawers. One person told us, "We were asked what colours we wanted our rooms and I chose these". Another person who invited us to view their room said, "I wanted my room to be painted pink. I like pink. The painter did it the way I want it".

The registered manager completed monthly health and safety audits around the home. We looked at completed audits for May, June and July. Where concerns were identified actions were taken to remedy these within a set time scale. For example, it was noted in the audit carried out in May that the front door did not open fully when the fire alarm was activated. This was passed to an external contractor and rectified immediately.

All staff had undergone training in first aid since our last visit whilst 10 staff had undergone external training in respect of nutrition. Staff told us they felt confident that they had the skills they required to undertake their role. One member of staff said, "I think your last inspection was a bit of a wakeup call for all of us. Things overall are much better and I now have a greater understanding of people who have autism".

Every member of staff working for the provider has an 'Autism for Practitioners' workbook which they must work through and complete within a given timescale. The workbook covers areas such as promoting independence, social understanding, sensory impairments, person centred planning and guides staff to the 19 'rights' set out in the 'European Charter for People with Autism'. The registered manager reviewed staff progress on a monthly basis and signed off completed sections following appraisal. The registered manager told us, "If staff have not fully understood a particular element of the work book I would need to help them achieve an understanding before I can sign it off as complete".

The registered manager had a good understanding of the eight statements found in the National Institute for Health and Social Care Excellence (NICE) guidance relating to autism.