

Anchor Carehomes Limited

Oak Tree Lodge

Inspection report

Foundry Approach
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16 October 2020
19 October 2020

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Oak Tree Lodge is a residential care home providing personal care for up to 60 people aged 65 and over at the time of the inspection.

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

Relatives we spoke with said risks to people were managed safely. We found risks to people's health and wellbeing had been assessed, regularly reviewed and actions taken to prevent future risk of harm.

The home was clean and free from malodour. There were appropriate, up to date infection control measures in place in line with current government guidance.

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 requires improvement (published 24 October 2018).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about risk management. We also looked at infection control practice in the service. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Oak Tree Lodge

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.

This was a targeted inspection on specific concerns we had about risk management and infection control at the service.

Inspection team

This inspection was carried out by an adult social care inspector.

Service and service type

Oak Tree Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they 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

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with two relatives about their experience of the care provided. We spoke with six members of staff

including the district manager, registered manager, senior care workers and care workers. We observed care and support being provided in communal areas.

We reviewed a range of records. This included documents relating to risk management and infection control. A variety of records relating to the management of the service, including policies and procedures were reviewed.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about risk management. We will assess all of the key questions at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- One relative we spoke with said, "Safety, been extremely proactive about falls risk , put several things in place and [Name] has had no incidents since".
- Staff identified and assessed risk to ensure people's safety. Guidance was provided to staff to support, manage and minimise identified risks to people. Staff were knowledgeable about risks to people and what measures were in place to maintain their safety.
- Care plans contained risk assessments informing staff on what to do to support people's changing needs and risk assessments were reviewed regularly to manage these risks. Where people were assessed as requiring equipment or technology, such as hoists and door sensors to help manage risk, they were in place as planned.
- Lessons from incidents had been learned and appropriate measures were in place to prevent future risk of harm.

Preventing and controlling infection

- People were protected from the risk of infection. There were processes in place to ensure visitors did not spread infection.
- The service was clean and free from malodour and the layout had been altered to enhance good infection control practice.
- Regular testing for people using the service and staff was in place and staff made efforts to maintain social distancing.
- Staff received training on infection control, COVID-19 training and training on the use of personal protective equipment (PPE). Staff wore appropriate PPE at all times during the inspection.
- We were assured that the provider's infection prevention and control policy was up to date.