

Precious Healthcare Ltd

# Oakleigh House Nursing Home

## Inspection report

Oakleigh Road  
Hatch End  
Harrow  
Middlesex  
HA5 4HB

Tel: 02084215688

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We undertook this unannounced focussed inspection on 3 October 2017 to look at progress with meeting a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Oakleigh House Nursing Home is a registered to provide accommodation and nursing care to 20 older people. Some people have dementia and mental health problems. The home is located in a residential area in Hatch End, North West London.

At our last comprehensive inspection on 15 and 16 June 2017 we found one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the service did not have detailed risk assessments and risk management plans for people who used the service. We served a warning notice to the provider.

Following our comprehensive inspection in June 2017, the service submitted an action plan detailing how they would improve to ensure they met the needs of the people they were supporting and the legal requirements.

We undertook this focused inspection on 3 October 2017 to check that the service had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this focussed inspection which looked at whether the service was 'safe'. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oakleigh House Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There was a registered manager in post who was present throughout the 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.

At this focused inspection, we found that the provider had followed their plan and legal requirements had been met.

We found that risk assessments were now in place for areas such as pressure ulcers, falls, epilepsy and diabetes. There were measures in place to give guidance to staff on how to manage risks. There was evidence the risk assessments were reviewed regularly to ensure they remained relevant and reflective of people's needs.

The home had also been recently adapted to meet the needs of people with mobility difficulties. Mobility aids were in also place for people.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We found that action had been taken to improve the safety to people who used the service.

Care plans and risk assessments had been completed. These were detailed and regularly reviewed. They identified potential risk and there were measures in place to give guidance to staff on how to manage risks.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

**Requires Improvement** ●

# Oakleigh House Nursing 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. 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 a focused inspection of Oakleigh House Nursing Home 3 October 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 15 and 16 June 2017 had been made. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector. 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.

We spoke with the registered manager, senior nurse. We also spoke with two people and two relatives. We reviewed the care records of five people and records relating to the management of the service.

# Is the service safe?

## Our findings

At our comprehensive inspection on 15 and 16 June 2017 we identified that the service did not provide detailed risk assessments and risk management plans for people who used the service. This meant the service did not have robust measures to help staff manage risks or prevent people from receiving unsafe care.

During our focused inspection on 3 October 2017 we examined the care files of five people who used the service. We saw that care plans and risk assessments had been completed. These were now detailed. They identified potential risk and there were measures in place to give guidance to staff on how to manage risks. This showed that the provider had made improvements to ensure that risks to people were assessed and that action was taken to minimise or mitigate risk to people.

We saw that action had been taken for people with diabetes. For example, one person was at risk from unstable blood sugar levels. There was a detailed risk assessment in place for this person. This identified measures to control the risk. For example, what staff needed to know in the event of low or high blood sugar levels. This meant staff had relevant health information regarding risks and method of mitigating the risks.

We also saw there were detailed risk assessments for people at risk of developing pressure ulcers. For example, a pressure ulcer risk assessment for one person identified the control measures that were in place. The management plan stated the person required to be repositioned every two hours. We looked at their repositioning charts and found that their care plan was being followed.

Risk assessments also covered areas such as falls, isolation, dehydration, and epilepsy. In all examples, we saw that they were detailed, and were regularly reviewed to make sure they remained relevant and up to date.

We took a tour of the premises as part of our inspection and noted some areas, which previously posed health and safety risks had been improved. In our last inspection we identified that some parts of the building were in a poor state of repair. For example, there were loose carpets and flooring was uneven, which posed a trip hazard. At this inspection we saw that improvements had been made. New flooring had been fitted. We also saw that the home had been recently adapted to ensure people were able to walk safely and independently. Handrails had been fitted along corridors and stairs for people to hold on to when they were walking.

People and their relatives were generally satisfied with the care provided. One person told us, "I couldn't be happier. I have been to other places but this home is perfect." Another person said, "I am safe. Staff are absolutely perfect." A relative told us, "The home is brilliant. Staff always check on [my relative]. I can't complain about anything." Another relative said, "My relative is safe. The new nurse is lively. She knows her stuff."