

Primos Care Limited

Oaklands Care Home

Inspection report

34A-34B Church Road
Brightlingsea
Colchester
Essex
CO7 0JF

Tel: 01206305622

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

About the service

Oaklands Care Home is residential care home providing accommodation and personal care for up to 15 people in one adapted building. The service supports older people, some living with early stages of dementia. There were nine people living in the service at the time of our last inspection. There were 15 people living at the service at the time of this review.

Background to this report

At our previous focused inspection at Oaklands Care Home on 17 February 2021 and 18 March 2021 we identified concerns relating to Safe. We found that systems were either not in place or robust enough to demonstrate infection control was effectively managed. This was a breach of regulation 12 (Safe care and treatment) for which we issued a requirement notice. The key question Safe was rated requires improvement and the overall location rating was Good.

The full report of that inspection can be found by selecting the 'all reports' link for Oaklands Care Home on our website at www.cqc.org.uk.

Why we carried out this review

We carried out this review on 6 April 2022 to follow-up on the requirement notice and assess whether the provider has addressed the improvements required at our previous inspection. We did this using a 'desk-based' review process because evidence to demonstrate that the requirement notice had been met could be obtained and assessed remotely without needing an inspection visit to the location. This was not an inspection: the scope of this review did not include a visit to the service or an assessment of the outcomes for people using the service.

What we found

Details of the findings from this remote assessment can be found under the Safe section of this report.

Through this review we assessed that the provider, Primos Care Limited, has taken action to meet the requirement notice issued after the last inspection. They are therefore no longer in breach of regulation 12.

Rating at last inspection and update

Following the last inspection, this location was rated Good although the Safe key question was rated Requires Improvement.

Through this review, evidence reviewed remotely provided assurance that improvements had been made to address all issues that resulted in the Safe key question being rated Requires Improvement. The rating for Safe has therefore been updated to good.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Oaklands Care Home

Detailed findings

Background to this inspection

The review

We carried out this review under section 46 of the Health and Social Care Act 2008, which permits us to conduct a review of how a provider carries on a regulated activity. We can carry out a review under s46 without needing to do an inspection (site visit) but we must assess the performance of the provider and publish a report of our assessment. Any rating adjustment made following the review must reflect the outcome of our assessment.

How we carried out this desk-based review

The review was carried out by one inspector. No notice of the review was given to the provider, but the review included a discussion with the registered manager.

The Safe key question was reviewed to ensure that appropriate action had been taken by the provider to meet the fundamental standards of health and social care. For this desk-based assessment of evidence we:

- ☐ Reviewed the action plan completed by the provider after the last inspection to show what they would do to improve and by when
- ☐ Spoke with the registered manager
- ☐ Reviewed policies relating to infection prevention and control
- ☐ Reviewed relevant records covering domestic staffing levels and infection prevention and control quality checks.

Service and service type

Oaklands Care Home is residential care home providing accommodation and personal care for up to 15 people in one adapted building. The service supports older people, some living with early stages of dementia.

The provider's conditions of registration require this service to have a manager who is registered with the Care Quality Commission. Both the registered provider and the registered manager are legally responsible

for how the service is run and for the quality and safety of the care provided. At the time of this review the service had a registered manager.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question Requires Improvement. At this review the rating has changed to Good.

This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

At our last inspection, systems were either not in place or robust enough to demonstrate infection control was effectively managed.. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this review and the provider was no longer in breach of regulation 12.

- People were kept safe through robust infection prevention and control practices.
- Since our last inspection, the registered manager had recruited domestic staff to ensure the cleanliness of the home. Staff completed daily, weekly and monthly cleaning schedules. The registered manager confirmed he ensured these had been completed from observations around the home.
- The provider was following government guidance in relation to testing staff for COVID-19.
- Visitors felt the service was safe. A health care professional shared their feedback with us which said "[I am] extremely impressed with the infection security before entering the building, one of the best care homes I ever visited where you feel safe entering because of the safety checks around COVID-19. Excellent work from the new [registered] manager in charge, staff also excellent from my entire visit, and residents safety always put first by everyone."