

Elder Care (North West) Ltd

Red Oak Care Home

Inspection report

196 St Annes Road
Blackpool
Lancashire
FY4 2EF

Tel: 01253349702

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21 January 2021

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Red Oak is a residential care home providing personal care to people aged 65 and over. The service can support up to 17 people, at the time of our inspection visit there were 15 people who lived at the home.

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

The registered manager and staff had a good understanding of supporting people safely during the current pandemic. A staff member said, "I have been here over a year and it has been very hard, but love it." A person who lived at the home said, "We are looked after great."

Staff demonstrated a good awareness of protecting people from harm or abuse. They were patient and sensitive when in the company of people who lived there. Training for staff for infection control had been completed. This was confirmed by talking with members of the staff team and documentation seen. Staff followed correct procedures to ensure people received their medicines safely as prescribed.

Recruitment processes were thorough to ensure suitable staff were employed. Risk assessments were completed and reviewed to promote people's safety. The management team had a good system to ensure sufficient staff would be available to meet people's needs and stay safe. Extra domestic staff had been in place to help during the pandemic.

Quality checks and audits were carried out to enable areas of improvement to be identified and the service was continually monitored by the management team. Staff said they worked well as a team and people commented the home was managed extremely well. The service worked with other health professionals to provide identified health services where this was needed.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (published 28 January 2020).

Why we inspected

We wanted to assure ourselves the service remained safe since our last inspection and continued to be led well.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those

key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm. Please see the safe and well-led sections of this full report.

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

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?

The service was safe.

Details are in our well-led findings below.

Good ●

Is the service well-led?

The service was well led

Details are in our well-led findings below.

Good ●

Red Oak Care Home

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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Red Oak 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 announced and we gave 24 hours notice. We gave 24 hours notice to ensure the management team were available at the time of the visit.

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 commissioning teams. The provider was not asked to complete a provider

information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected. We used all of this information to plan our inspection.

During the inspection

We spoke about Red Oak with one person who lived there, a relative and two staff members. In addition, we talked with the registered manager and deputy manager. We walked around the building to carry out a visual check. We did this to ensure Red Oak was clean, hygienic and a safe place for people to live.

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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

- The management team and staff had a good understanding of supporting people safely during the current pandemic. The deputy manager had developed relevant and enhanced infection control practices and protocols for staff to follow. A staff member responsible for this said, "We have upped the domestic staff for the home and continue to follow current guidance."
- We checked personal protective equipment (PPE) and found sufficient stocks available and staff confirmed they were not short of equipment. From our observations staff used PPE correctly, such as disposable gloves, masks and aprons.

Systems and processes to safeguard people from the risk of abuse

- The registered manager provided training on safeguarding procedures. Staff demonstrated a good awareness of protecting people from harm or abuse.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager had good processes in place to manage people's safety and reduce risks to them. Care records for people confirmed thorough risk assessments were in place and regularly reviewed if changes occurred.
- The management team looked at incidents regularly to make sure risks were reassessed to prevent reoccurrence where possible and update any actions that were identified. Regular audits were completed, lessons learned were shared with staff to improve the service.
- Staff were developing and adapting continuously during the pandemic their knowledge and understanding of the risk to vulnerable people and what action to take. This was confirmed by conversations with the deputy manager and staff.

Staffing and recruitment

- The management team continued to make sure appropriate staffing arrangements were in place to meet the assessed needs of people in a person-centred and timely way. A staff member said, "We have staff to cope with keeping people safe and extra cleaning staff when needed."
- Staff continued to be recruited safely. A staff member recently recruited said, "I had a thorough induction and all checks in place before starting. I love it here."

Using medicines safely

- The management team had good systems and procedures to manage people's medication safely. They trained staff and regularly checked medication administration was safe and act on any discrepancies to ensure safe practice were followed.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The management team had good auditing systems to maintain ongoing monitoring of Red Oak. They reflected on identified issues and acted to improve people's lifestyle and wellbeing. We looked at documentation and found auditing and learning for COVID 19 issues in place. This was to make sure staff had up to date information and guidance of processes to keep people safe.
- Staff spoke with confidence they worked well together and felt supported by the management team.
- The registered manager was experienced, and staff were knowledgeable with the needs of the people they supported. One staff member said, "We know the residents well with this being a small home." Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people
- The management team created an open culture and encouraged people to provide their views about how the service was run. For example, surveys were completed and analysed to ensure care and support continued to be provided. A person who lived at the home said, "They ask all the time if things are alright, there all lovely."
- Staff spoke highly of the management team. One said, "No problems always fair and on hand for me and supporting us through this."

Working in partnership with others

- The management team continued to work in partnership with other organisations to ensure sure they followed current practice This supported staff to provide a quality service and keep people safe.