

Unity Homes Limited

Oakbank Care Home

Inspection report

Oakbank
off Rochdale Road
Manchester
Greater Manchester
M9 5YA

Tel: 01612058848

Date of inspection visit:
06 October 2021
07 October 2021

Date of publication:
22 November 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Oakbank Care Home is registered with the Care Quality Commission (CQC) to accommodate a maximum of 55 people. 50 people aged 65 years and over used the service at the time of this inspection, some of whom lived with a diagnosis of dementia.

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

Systems and processes which sought to safeguard people from the risk of abuse were in place. Staff we spoke with knew how to recognise and respond to potential signs of abuse and were aware of local safeguarding procedures. Throughout the inspection, including when we visited unannounced out of hours, people who used the service appeared relaxed, well cared for and were happy to speak with members of the inspection team. We found no evidence of systemic safeguarding issues within Oakbank.

The necessary safety checks had been completed before staff started working in the home. Staff completed a full induction. The provider had systems in place to monitor staffing levels. Staffing level assessments were used and reviewed monthly, or when people's needs changed. Accidents, incidents and untoward events were reported and recorded appropriately. Processes were in place to analyse and identify any trends.

Systems for audit, quality assurance and questioning of practice were operated effectively. Provider oversight had been enhanced through recent investment in a new quality assurance tool. The provider and registered manager fully understood their regulatory responsibilities.

Why we inspected

CQC have introduced targeted inspections 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.

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about safeguarding. A decision was made for us to inspect and examine those risks.

We also 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

Rating at last inspection

The last rating for this service was good (published 24 February 2021).

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Oakbank Care Home 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?

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

Is the service well-led?

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

Oakbank Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to look at specific concerns related to safeguarding.

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.

Service and service type

Oakbank 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.

The service had a manager registered with CQC. 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.

Inspection team

The inspection was carried out by three inspectors.

Notice of inspection

We arrived unannounced at night on 06 October 2021. We returned to the service during the day on 07 October 2021 and this was announced.

What we did before the inspection

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 the service and made the judgements in this report. However, we reviewed information we had received about the service since the last inspection. We also sought feedback from the local authority and professionals who work with the service.

During the inspection

We reviewed a variety of records related to quality, safety and staffing. This included safeguarding records, risk assessments, care records, policies, procedures and audits.

We spoke with four people who used the service. We also used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with seven members of staff including the provider, registered manager, quality & compliance manager, nurses, and care staff.

After the inspection

We requested additional information related to the providers organisational structure, governance, and recruitment.

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.

Systems and processes to safeguard people from the risk of abuse

- A framework was in place which sought to protect people from the risk of abuse. Staff we spoke with knew how to recognise and respond to potential signs of abuse and were aware of local safeguarding procedures. One member of staff told us, "I've never witnessed any abuse towards residents, and I feel very strongly that if I did, this would be challenged straight away and reported to management."
- Staff had received training in safeguarding people. Safeguarding and whistle-blowing policies were in place.
- Throughout the inspection, including when we visited unannounced out of hours, people who used the service appeared relaxed, well cared for, and were happy to speak with members of the inspection team. Comments included, "I enjoy living here and the staff are nice", "I'd speak to the manager if I was worried about anything" and "I'd march straight to the office if I had something to say."
- We found no evidence of systemic safeguarding issues within Oakbank.

Staffing and recruitment

- Recruitment checks were robust to ensure staff were suitable to work with vulnerable adults. Staff had the necessary safety checks in place before starting work and completed a full induction.
- Staffing arrangements met people's needs. During the inspection we observed appropriate levels of staffing to support the people who used the service. Agency staff were used when required and the provider had been working with the same agency for several years; regular agency staff were booked.
- The provider had systems in place to monitor staffing levels. Staffing level assessments were used and reviewed monthly, or when people's needs changed.

Assessing risk, safety monitoring and management

- Accidents and incidents were recorded and analysed. Risk assessments were reviewed following incidents to ensure the service was meeting the needs of people appropriately. Processes were in place to analyse and identify any trends.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or

managed.

- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

We have also signposted the provider to resources to develop their approach

- Cleaning regimes had increased, and some checklists were used, however a specific checklist for high touch surfaces was not in place.

Is the service well-led?

Our findings

WELL-LED

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

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Systems for audit, quality assurance and questioning of practice were operated effectively. Provider oversight had been enhanced through recent investment in a new quality assurance tool. The tool assisted the provider to monitor quality performance and to ensure actions were completed in a timely manner.
- We spoke at length with the provider and registered manager about their regulatory responsibilities and were assured these responsibilities were fully understood. Additionally, we found everyone to be open, honest, transparent, and fully engaged in the inspection process.