

Mondial Care Ltd

# Oakland Nursing Home

## Inspection report

Whitepoint Road  
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## Ratings

|                                 |                                |
|---------------------------------|--------------------------------|
| Overall rating for this service | Inspected but not rated        |
| Is the service safe?            | <b>Inspected but not rated</b> |
| Is the service effective?       | <b>Inspected but not rated</b> |
| Is the service well-led?        | <b>Inspected but not rated</b> |

# Summary of findings

## Overall summary

### About the service

Oakland Nursing Home is a nursing home providing personal and nursing care to 16 older people at the time of the inspection. The service can support up to 27 people in one adapted building.

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

Risks to people were managed to ensure appropriate control measures were in place. Some records had not been updated when changes in the level of risk had occurred. The registered manager took action to address this immediately. Regular checks were in place to ensure equipment remain safe to use.

Good infection prevention and control practices were in place which had been adapted well to respond to increase risks posed by COVID 19. Observations of staffs practice had been completed to ensure government guidance was being followed at all times.

Staff ensured people were provided with a balanced diet. Any concerns in relation to people's food and fluid intake were appropriately recorded and monitored.

The registered manager had effective systems in place to monitor the quality and safety of the service. Where shortfalls were found, action had been taken. A system of regular reporting had been introduced during COVID 19 to ensure the provider was kept up to date with any concerns or issues.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 5 February 2019).

### Why we inspected

We undertook this targeted inspection to look at specific concerns we had about risk management as well as the providers governance system used to monitor the service provided. This was mainly due to concerns that had been found at the providers other registered locations.

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**

### **Is the service effective?**

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**

# Oakland Nursing 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.

This was a targeted inspection to look at specific concerns we had about risk management as well as the providers governance system used to monitor the service provided. This was mainly due to concerns that had been found at the providers other registered locations.

#### Inspection team

The inspection was conducted by one inspector.

#### Service and service type

Oakland Nursing Home 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. We gave a short notice period of the inspection to allow us to discuss the safety of people, staff and inspectors with reference to Covid-19.

#### 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. 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.

During the inspection

We spoke with the registered manager and clinical lead. We reviewed four people's care records in relation to risk management and records relating to accident and incident monitoring.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested records relating to the governance and management of the service.

# 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 risks to people and that infection prevention and control was being appropriately managed. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Systems were in place to identify risks. Staff completed assessments, which identified the measures needed to minimise risks.
- Risk assessment had not always been updated when changes occurred. For example, one person suffered an injury. Immediate action was taken to identify and respond to the new risk, but this action was not recorded, and the risk assessment had not been updated. The registered manager took action to address this.
- Regular checks were in place to ensure equipment remained safe.
- Accidents and incidents had been recorded and analysed to reduce the risk of reoccurrence or to identify any trends.

Preventing and controlling infection

- The service was clean, tidy and well-presented throughout. Extra measures had been introduced, following government guidance, in relation to COVID 19 to reduce the risks to people.
- The provider ensured infection control audits were completed on a regular basis to maintain standards. Additional cleaning had been introduced during the COVID 19 pandemic.
- Staff had access to appropriate personal protective equipment (PPE). Observations were conducted to ensure staff were wearing PPE appropriately and in line with government guidance.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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.

The purpose of this inspection was to check risks in relation to people's weight to ensure they were appropriately managed. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to eat and drink enough.
- Where people were at risk of poor food and fluid intake, appropriate monitoring documents were in place.
- People's weight was closely monitored to highlight any concerns. Professionals had been contacted in a timely way when any concerns been identified.

Supporting people to live healthier lives, access healthcare services and support

- Professional guidance was followed by staff.
- Information was recorded and ready to be shared with other agencies if people needed to access other services such as hospitals.
- People had access to other health professionals when this was needed. The service had excellent links and relationships with other professionals.

# 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. 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.

The purpose of this inspection was to check appropriate and effective monitoring of the service provided was in place. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Effective quality assurance systems were in place. These had identified any shortfalls within the service and were used to drive further improvements.
- The provider had not been able to visit the service for a period of time due to COVID 19. However, the registered manager provided a weekly report to allow the provider to remotely monitor the service.
- The registered manager had worked proactively with other professionals throughout the COVID 19 pandemic to ensure risks were well managed and any learning was shared.