

# Bupa Care Homes (CFHCare) Limited

## Oak Lodge Care Home

### Inspection report

45 Freemantle Common Road  
Southampton  
Hampshire  
SO19 7NG

Tel: 02380425560

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07 February 2022

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### Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

|                           |                         |
|---------------------------|-------------------------|
| Is the service safe?      | Inspected but not rated |
| Is the service effective? | Inspected but not rated |

# Summary of findings

## Overall summary

### About the service

Oak Lodge Care Home is a care home providing personal and nursing care for up to 71 older people, some of whom were living with dementia. There were 62 people living at Oak Lodge Care Home at the time of the inspection. It accommodates people in one adapted building with an enclosed garden.

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

The provider had experienced significant staffing challenges related to the COVID-19 pandemic. The registered manager had put measures in place to promote staff recruitment, retention and wellbeing in response. The registered manager told us these challenges were ongoing.

There were enough staff in place to meet people's needs. People's needs were assessed and monitored to help ensure appropriate staffing numbers were deployed.

The registered manager was working in response to feedback from staff in relation to staffing levels and the use and quality of agency staff. They had put measures in place to increase staffing contingencies and improve communication when new or agency staff were working.

Staff were very attentive and knew people well. Staff told us that they were very busy in their role but worked to ensure this did not negatively impact on the care people received.

Support plans viewed contained appropriate information about people's nutrition and hydration needs. Staff spoken to also had a good understanding of people and the specific support they needed around eating and drinking.

The registered manager had improved resilience and contingency to staffing arrangements to ensure people's dietary needs were met. This included training staff to cover kitchen duties in an emergency and developing easy to follow recipes which auxiliary kitchen staff could follow.

There were appropriate policies and procedures in place to mitigate risks related to the COVID-19 pandemic. The service had gone to great lengths to facilitate visits and promote people's wellbeing throughout the COVID-19 pandemic.

There were effective systems in place to oversee the maintenance and safety of the service.

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 27 September 2018).

### Why we inspected

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 staffing levels, support people received with eating and drinking and maintenance of the home. We decided to inspect to examine those concerns and check there were no wider associated risks.

The Care Quality Commission (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.

We found no evidence during this inspection that people were at serious risk of harm from the concerns raised. Please see the safe and effective sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oak Lodge Care Home on our website at [www.cqc.org.uk](http://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 reinspection 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 as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

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

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Oak Lodge 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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had continued to meet the fundamental standards in respect to meeting nutritional and hydration needs, staffing and premises and equipment. We will assess all of the key questions at the next comprehensive inspection of the service.

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 COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

Oak Lodge Care Home is a 'care home'. People in care homes receive accommodation and nursing as a single package under one contractual agreement dependent on their registration with us. Oak Lodge Care Home is a care home with nursing care. 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 unannounced.

Inspection activity started on 7 February 2022 and ended on 21 February 2022. We visited the service on 7 February 2022.

#### What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

We spoke to one social care professional who had recent experience of working with the service.

#### During the inspection-

We spoke to seven people, who were able to give us limited feedback about the care they received. We spoke with eight members of staff including the registered manager, the clinical manager, operations manager, nursing staff and care staff. We also spoke to a further six members of nursing and care staff via telephone. We reviewed care plans of four people in relation to nutritional and hydration needs. We reviewed policies, audits, minutes from staff meetings, action plans and documentation related to safety and maintenance of the service.

We 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.

#### After the inspection

We reviewed all the evidence collected.

# 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 explore the specific concerns we had about Oak Lodge Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing

- People were positive about the staffing levels at the home. One person told us, "I never have to wait (for staff support). I have no complaints".
- There were enough staff in place to meet people's needs. The registered manager assessed staffing levels using a recognised dependency tool, which calculated an appropriate staffing ratio.
- The registered manager also audited response times to call bell alerts to help ensure that appropriate numbers of staff were in place at key times of the day, such as mealtimes.
- Seven staff we spoke to felt that there were not enough staff in place and that some agency staff did not have a good understanding of people's needs.
- The registered manager told us they had addressed feedback around staffing levels and was working to improve documentation to provide key information about people's needs to new or agency staff. They had also ensured that ancillary staff had received care training and were able to assist care staff during busy times.
- Most of the staff we spoke to told us that the provider had addressed the concerns they had with staffing levels. They felt confident that measures were being put in place to improve the support staff received in their role.
- On the day of the inspection, we observed staff to be busy in their role, but people did not have to wait unduly to receive care.
- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The registered manager told us they had experienced significant challenges in recruiting and retaining staff during the pandemic. The provider had put measures in place around staff's terms and conditions, wellbeing and staff recognition to help mitigate the impact of these issues.

### Assessing risk, safety monitoring and management

- The provider had designated staff in place to oversee the safety and maintenance of the home. These staff carried out audits related to the safety of the home, including checks of fire safety equipment.
- The registered manager held regular meetings with maintenance staff to help ensure that identified issues from audits were resolved. The provider had recently taken action to ensure that all fire doors were working appropriately.

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that 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 that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date. Visiting in Care Homes
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.



# 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 had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Oak Lodge Care Home. 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 told us they enjoyed the food, telling us they were given a good variety and quality of meals. We observed that people were given a choice of food and supported during mealtimes in an unhurried way.
- People's support plans contained appropriate information about their dietary needs. This included assessments of whether people were at risk of malnutrition or dehydration. Where people were assessed as being at risk, plans were in place to mitigate this.
- The registered manager had made improvements to how information about people's health, nutritional and hydration needs were documented and communicated between staff. This included introducing new documentation and staff meetings where changes to people's needs were discussed.
- Staff had a good understanding of people's needs in relation to eating and drinking. They were able to tell us when people were assessed as needing adapted food and drinks and had a good understanding of IDDSI guidelines. The International Dysphagia Diet Standardisation Initiative (IDDSI) is a global standard with terminology and definitions to describe texture modified foods and thickened liquids used for people with dysphagia.
- The registered manager had recognised the need to add resilience and contingency to staffing arrangements to ensure people's dietary needs were met. This included training care staff to cover kitchen duties in an emergency and developing easy to follow recipes in line with IDDSI guidance.