

Conquest Care Homes (Norfolk) Limited

The Oaks & Woodcroft

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 19 and 20 April 2016. A breach of the legal requirements was found and a warning notice was issued in respect of this breach. We undertook this focused inspection to check that they had undertaken changes to meet these requirements.

This report only covers the findings in relation to that notice.

We have not changed the overall rating for this service as a result of this inspection, which was only to follow up our enforcement action. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Oaks & Woodcroft on our website at www.cqc.org.uk.

The Oaks & Woodcroft is a care home that provides accommodation and personal care for up to 12 people. There were 11 people living in the home on the day of the inspection.

At the time of the inspection, the home did not have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run. The manager currently overseeing the service from another of the providers services had applied to have The Oaks & Woodcroft added to their registration. This application was currently being considered at the time of this inspection. This person has been referred to as the service manager in this report.

At the previous comprehensive inspection effective monitoring systems were not in place to ensure quality and safe care was provided. This had resulted in some people receiving poor care and being at risk of harm.

At this inspection we saw that improvements had been made and that effective systems had been introduced since our last visit. These systems were to monitor the quality of care and the safety of people living at the service, and to reduce the risk of harm and poor care.

The service manager had identified where improvements were needed and had taken action to achieve them. A number of new auditing schedules had been introduced and a number of audits had regularly taken place to identify if any shortfalls had occurred.

The Warning Notice we issued had been complied with.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We found that action had been taken since our last inspection.

Effective systems in place to monitor the quality and safety of the care provided to people had been implemented and improved.

Systems had been introduced and updated to mitigate against risks to people's safety.

We could not improve the rating for the leadership of the service from inadequate because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Inspected but not rated

The Oaks & Woodcroft

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of The Oaks & Woodcroft on 20 December 2016. This inspection was carried out to check that requirements of a warning notice, issued after our inspection in April 2016, had been met. The team inspected the service against one of the five key questions we ask about services: is the service well led? This is because the service was not meeting some legal requirements.

The inspection was undertaken by two inspectors.

During our visit we spoke with three staff members, the team leader and manager. We looked at a number of systems and audits in regard to monitoring the quality and safety of the care provided and reviewed three people's care records.

Is the service well-led?

Our findings

At our previous inspection in April 2016, we found that the systems to monitor the quality and safety of the care provided were not always in place or where they were they were not always effective. This had resulted in some people experiencing poor care. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) 2014. We subsequently warned the provider about this and told them that they had to meet this regulation.

At this inspection, we found that the necessary improvements had been made and the provider was no longer in breach of this regulation. Effective systems were now in place to monitor the quality and safety of the care that people received.

In response to the warning notice we issued, the provider had reviewed the systems they had in place to monitor the quality and safety of the care provided. The staff we spoke with told us there were improvements at the service since the current service manager had been working there. We previously found that there were a lack of systems in place to effectively monitor the quality of care being provided. This related to a lack of appropriate, effective and timely audits. We found that the service manager had made improvements, introduced more effective auditing and oversight of the service. A new schedule of audits had been introduced and some improvements had been made in relation to their findings. The audits included medicines, safeguarding people, infection control, staffing audits and a night spot check where the service manager turned up at the service unannounced during the night. The purpose of the service manager doing this was to ensure that people were safe and well cared for overnight. The service manager had put in place systems to monitor the care being delivered to people who used the service and the health and safety of people, their visitors and staff working for the provider.

The service manager staff had completed a number of audits since our last inspection. We saw that these had been completed consistently and in detail. The service manager also monitored that any required improvements identified during the audits had been implemented.

We were previously concerned that staff were not receiving appropriate support through effective supervision and training that was updated when required. The senior support worker and manager explained to us that since the warning notice, they had put in place regular supervisions for staff and that these were since occurring monthly. A staff supervision matrix had been introduced and the manager told us they used this to track that the supervision meetings were occurring. The staff we spoke with all told us they were now receiving regular supervision which enabled them to discuss issues in relation to their job role and personal development.

The manager had improved the monitoring of the training that staff had undertaken and had ensured that more staff were up to date with the training that the provider considered essential for their job role. Staff we spoke with told us that they had the opportunity to undertake training and were encouraged to complete the courses required of them.

During this inspection, we found that more competency checks for staff were in place. These checks included ensuring that staff had the appropriate competency and knowledge to administer people's medicines safely. The manager had also taken action when people had required extra training where they may have made a medicines administration error.

Previously we had been concerned that staff communication between the two teams that made up the staff rota was not effective. This had resulted in essential care information not being shared amongst staff, potentially placing people at risk. During this inspection we found that improvements had been made. The service manager was promoting an open and transparent culture within the team. Staff told us that communication amongst them had improved and that the staff team was working more effectively together.

An effective system had been introduced to ensure that care plans were up to date and the information within them was accurate. We viewed three people's care plans and saw that they had been updated and were now reflective of healthcare professional guidance. Previously we had been concerned that people's confidential information had been left on display and was easily accessible to other people. At this inspection we saw that the manager had taken action and had ensured that care plans were securely stored when not in use.