

Oakland Primecare Limited

Woodland Grove

Inspection report

Rectory Lane
Loughton
Essex
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Website: www.woodlandgrove.org

Date of inspection visit:

24 July 2019

04 September 2019

Date of publication:

16 October 2019

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Outstanding ☆
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Woodland Grove is a residential care home providing personal and nursing care to people aged 65 and over. The service can support up to 72 people.

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

Medicines were being managed safely in the home.

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

Rating at last inspection

The last rating for this service was good (published 15 January 2019).

Why we inspected

We received concerns in relation to the management of medicines. As a result, we undertook a focused inspection to review the Key Question of Safe only.

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.

We found no evidence during this inspection that people were at risk of harm from this concern. Therefore, the overall rating for the service has not changed.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodland Grove 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 safe findings below.

Good ●

Is the service effective?

The service was effective.

We did not review this key question at this time and therefore rating remains unchanged from last inspection.

Good ●

Is the service caring?

The service was caring.

We did not review this key question at this time and therefore rating remains unchanged from last inspection.

Good ●

Is the service responsive?

This service was responsive.

We did not review this key question at this time and therefore rating remains unchanged from last inspection.

Outstanding ☆

Is the service well-led?

The service was Well Led.

We did not review this key question at this time and therefore rating remains unchanged from last inspection.

Good ●

Woodland Grove

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.

Inspection team

The inspection was carried out by one inspector

Service and service type

Woodland Grove is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 unannounced.

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. We used the information the provider sent us in their report.

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.

We used all of this information to plan our inspection.

During the inspection-

During the inspection we reviewed fifteen medicine administration records (MAR) and six care plans. We observed medicines administration and spoke to one person who used the service and one relative. We spoke to five members of staff.

After the inspection –

We continued to seek clarification from the provider and further information about the quality of the care being provided. We spoke with the medication optimisation team, clinical commissioning group, safeguarding teams and community nurse teams.

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.

Using medicines safely

- Medicines were stored safely and securely.
- Staff understood and followed the provider's medicines policies.
- Medicines, including those prescribed for people nearing the end of their life, were administered in the right way. A person and their relative were very positive about the care the person was receiving; they told us they received their medicines on time and was offered their 'as and when needed' medicines throughout the day.
- 'As and when required' medicine protocols contained person specific advice for people unable to verbalise pain.
- Medicines Administration Records (MARs) and care plans were regularly audited by the provider to ensure medicines were being managed safely.
- Staff completed training to administer medicines and their competency was checked regularly. Training received included specialist administration of medicines for End of Life care.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- There were systems and processes in place to safeguard people.
- The provider and the registered manager were aware of their safeguarding responsibilities and worked in partnership with the local authority safeguarding teams.
- Incident investigations were undertaken; where failings were identified actions were taken to drive improvement and prevent re-occurrence. Staff were encouraged to reflect on practice and learn from incidents for improvement.
- The provider continues to liaise with all professionals on outstanding safeguarding matters which are not yet concluded.
- There were appropriate procedures in place to record medicine incidents, investigate and share learning outcomes within the home and the company.

Assessing risk, safety monitoring and management

- We saw an example of a recent incident, where staff had not correctly booked in medicines on a new cycle and therefore had identified too late that some medicines were missing for people. In response management retrained senior staff and established a new role, a named Medicines Champion to be responsible for booking in all medicines.
- As a result of reviewing wound care treatment changes have been made to improve communication with

healthcare professionals.

- A wound care champion had been appointed with specific responsibility to liaise with health care professionals.

Good 

Is the service effective?

Our findings

This key question was not reviewed at this inspection.

Good 

Is the service caring?

Our findings

This key question was not reviewed at this inspection.

Outstanding ☆

Is the service responsive?

Our findings

This key question was not reviewed at this inspection.

Good ●

Is the service well-led?

Our findings

This key question was not reviewed at this inspection.