

Oakworth Manor Residential Home Limited

Oakworth Manor Care Home

Inspection report

Colne Road
Oakworth
Keighley
West Yorkshire
BD22 7PB

Tel: 01535643814
Website: www.oakworthmanor.co.uk

Date of inspection visit:
30 July 2020
10 August 2020
19 August 2020

Date of publication:
08 September 2020

Ratings

Overall rating for this service	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

Oakworth Manor is a care home providing accommodation and personal care for up to 30 older people, including people living with dementia. At the time of the inspection there were 25 people living at the home.

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

People and relatives were happy with the care provided.

The home was well organised and the registered manager worked alongside the staff team providing consistent and supportive leadership.

Improvements had been made to quality assurance systems and shortfalls identified at the last inspection had been fully addressed.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 14 May 2019). At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

We undertook this targeted inspection to check whether the requirement action we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on regulatory breaches 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Oakworth Manor 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 well-led?

At our last inspection we rated this key question requires improvement. 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 previously.

Inspected but not rated

Oakworth Manor Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirement notice in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Oakworth Manor 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 the service short notice of our inspection. Due to the COVID-19 pandemic, we needed to check the COVID-19 status of the home and make arrangements to enter the home safely to reduce the risk of infection transmission. Inspection activity started on 30 July 2020 and ended on 19 August 2020. We visited the home on 19 August 2020.

What we did before 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.

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 all of this information to plan our inspection.

During the inspection

We asked the provider to send us records relating to the management of the service, including policies and procedures which we reviewed remotely prior to our visit to the home.

When we visited the home we spoke with three members of staff including the registered manager, deputy manager and a senior care worker. We looked at one person's care file and the recruitment records for two staff. We met with people at lunchtime in communal areas of the home and spoke with one relative on the phone.

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 requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question where the provider was in breach of regulation. The purpose of this inspection was to check if the provider had met the requirement set at the last inspection.

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

At our last inspection the provider had failed to monitor the quality of the service in relation to recruitment, staff training, medicines management and involvement of people in care planning. This was a breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Improvements had been made at this inspection and the provider was no longer in breach of regulation 17.

- ☐ The registered manager was clear about their role and responsibilities. They worked alongside the staff team providing consistent and supportive leadership.
- ☐ Staff said they felt well supported and communication was good, particularly during the COVID-19 pandemic when guidance changed frequently. The registered manager had recently completed training in psychological first aid which they were using as an additional tool to support staff wellbeing.
- ☐ Quality assurance systems had improved. The registered manager had implemented a more robust audit system to monitor the quality of the service and drive forward improvements.
- ☐ Shortfalls identified at the last inspection had been addressed. Recruitment processes were safe with all required checks completed before new staff started their employment. Competency assessments had been completed for staff who administered medicines and detailed protocols were in place for 'as required' medicines. Care records showed people and their relatives had been involved in the care planning process.
- ☐ Staff training had been maintained and was kept up to date.
- ☐ Policies and procedures in medicines management, dementia care and pressure area care had been reviewed and updated, taking into consideration best practice guidance.
- ☐ The registered manager had implemented a system of reflective practice and lessons learned to help ensure care practices continued to develop and improve.
- ☐ Feedback we saw from people who use the service and relatives was positive and praised the care provided. A relative told us, "The care here is wonderful, couldn't be any better. I can't praise the place enough. They love my [family member] and look after us too."