

Elmcare Limited

Oakwood Bungalows

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 expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

About the service

Oakwood Bungalows is a residential care home providing personal and nursing care to up to 11 people. The service provides support to people with a learning disability, or autistic people and younger adults. At the time of our inspection there were 10 people using the service. People lived in 2 bungalows, 1 with 10 beds and another single occupancy bungalow.

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

Right Support:

This was a targeted inspection that considered managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements. Based on our inspection of this area we found the manager had the skills, knowledge and experience to perform their role and a clear understanding of people's needs and oversight of the service.

Right Care:

Based on our inspection of managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirement, we found governance processes were overall effective. Processes helped to hold staff to account, keep people safe, protect people's rights and provide good quality care and support, however these were yet to be embedded.

Right Culture:

The scope of this inspection did not enable findings on this area to be reached

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 8 March 2023).

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met on a specific concern we had about manager oversight of risk. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Oakwood Bungalows

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 met the requirements of the Warning Notice in relation to Regulation 17 good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a concern we had about manager oversight of risk within the service.

Inspection team

This inspection was carried out by 1 inspector.

Service and service type

Oakwood Bungalows is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Oakwood Bungalows is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. The manager told us they were in an interim post. They told us the provider had planned for another manager to take the position of registered manager in the next few weeks.

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 the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 3 people who used the service. We spoke with 4 staff members, including the manager, a manager from another service who was providing support to the manager, a support worker and a nurse. We carried out observations of communal spaces within the service.

We reviewed a range of records, including 2 people's care records, staff recruitment files, and incident forms. A variety of records relating to the management of the service, including quality assurance records were reviewed.

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 our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served about a concern we had regarding governance and oversight at the service. We will assess the whole 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

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

- Since our last inspection there had been changes in management at the service. This meant, whilst some quality assurance checks had been carried out since our last inspection, they had not yet been embedded. We did not identify any concerns relating to the safety of people using the service which the provider's quality assurance systems should have identified. The current manager understood their responsibility to complete regular audits and checks.
- At our last inspection, we found effective action had not been taken following quality audits to mitigate risk or drive improvement. At this inspection, audits we reviewed had identified some areas for improvement. We checked whether these had been actioned and found they now had. For example, one audit had identified staff training was due. The provider's training manager confirmed that this training had been booked in.
- The manager now reviewed and investigated all accidents and incidents following reports from staff. The manager had implemented a system to ensure oversight of accidents and incidents, meaning prompt action could be taken to ensure people were safe. For example, referrals to safeguarding. The manager was in the process of reviewing and analysing accidents and incidents to identify themes and trends to further mitigate any risk to people.
- Records relating to the employment of people carrying out regulated activity were now kept securely. The manager kept all recruitment files in a secure cabinet and was able to access and provide documentation to demonstrate staff had been recruited safely.