

# Random inspection report

## Care homes for older people

Name:	Oaks The
Address:	Hartrigg Oaks Haxby Road New Earswick York North Yorkshire YO32 4DS

The quality rating for this care home is:	three star excellent service
The rating was made on:	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

<b>Lead inspector:</b>	<b>Date:</b>							
Jean Dobbin	3	0	0	4	2	0	1	0

## Information about the care home

Name of care home:	Oaks The
Address:	Hartrigg Oaks Haxby Road New Earswick York North Yorkshire YO32 4DS
Telephone number:	01904750700
Fax number:	01904752225
Email address:	karen.davidson@jrf.org.uk
Provider web address:	

Name of registered provider(s):	Joseph Rowntree Housing Trust
Name of registered manager (if applicable)	
Mrs Karen Lesley Davidson	
Type of registration:	care home
Number of places registered:	42

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	42	0
old age, not falling within any other category	0	42

Conditions of registration:								
The maximum number of service users who can be accommodated is: 42								
The registered person may provide the following category of service only: Care Home with Nursing - Code N, To service users of the following gender: Either, Whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP, maximum number of places 42, Dementia - Code DE, maximum number of places 42								
Date of last inspection								

## Brief description of the care home

The Oaks is a care home that forms part of the facilities in the Hartrigg Oaks retirement village in New Earswick, on the outskirts of York. It is managed by the Joseph Rowntree Housing Trust. The Oaks is a purpose built home that is registered to provide care and accommodation for up to 42 older people, some of whom may have dementia. The home can also provide nursing care when people are assessed with those needs. The Oaks has a number of facilities including a gym, restaurant, coffee shop, library, shop and hydrotherapy pool which can be used by people from the home and from the retirement village. All bedrooms overlook the central garden area. Four of the bedrooms can be used for short-term, respite care for people living in the retirement village. The accommodation is provided over two floors and a vertical passenger lift aids access. There is a large car park to the front of the home. Written information about the services and facilities provided by The Oaks can be obtained from the registered manager, who can also talk about the weekly costs to live there. The latest inspection report is also available at the home for people to read.

## What we found:

The last key inspection for The Oaks took place on 14th May 2007.

This is a report on the findings of a random unannounced inspection, which took place on 30th April 2010. For this inspection we considered the following evidence.

Information received about the home since the last inspection.

Previous reviews completed by the commission.

Completed surveys returned by nine people who live at The Oaks and by six staff who work there.

The Annual Quality Assurance Assessment (AQAA). This is a self assessment, completed by the managers of the home and gives information about how the home thinks outcomes are being met for people living there, and the improvements they are planning to make, to improve the service still further.

During our visit to the home we -

Talked to three people living there and to two family members, to get their perspective of what its like to live at The Oaks. They also showed us their private rooms.

Looked around some of the communal areas there, such as the lounges, dining rooms and specific activities rooms such as the library, music room and gym.

Talked to three staff and observed the general activity in the home, including how staff interacted with people living and visiting there.

Looked at two beds which have bedrails and the records that staff have to complete to check that the bedrails are fitted properly and don't pose a risk of harm. A requirement was made about bedrail management at the last inspection three years ago.

Sat in on part of a meeting held every three months, between the Area Manager and people with an interest in how The Oaks operates, to listen to the sorts of topics discussed.

Talked with the manager about her role and how she is satisfied that the home is being run in the way people want. We also looked at some of the records the home has to keep to show it is being well run.

The registered manager was available throughout our visit, which lasted from 13:00 to 16:30. Both she and the Area Manager were provided with feedback at the end of the visit.

The inspection showed that people's health and personal care needs are being met by a staff group who are well trained and well supported, and who listen to what people have to say. The environment is well maintained, and varied activities help to make people's

day to day lives more interesting. And the managers are still looking at ways of improving the lives of people who live there.

The home has met the requirement made at the last inspection. However we still have concerns when bedrails are used where there is a pressure relieving mattress fitted on the bed. The beds looked at showed that people may still be at risk of harm from falling from the bed. The managers listened to these concerns and assured us this would be addressed.

## **What the care home does well:**

The survey responses and people that we spoke with confirmed that people are generally contented with their lives at The Oaks. Two people spoken with said that their present home was much better than previous care homes, where they had lived. Comments include 'the staff look after me well. I am very happy here'. And 'the care is good. The staff are great'. Another added that 'my family and I have much more peace of mind since I came here last year'. One person spoken with said they were 'very content' with their life.

The Oaks provides a range of activities, often led by one of ten volunteers who visit the home regularly. People are provided with a newsletter informing them of up and coming events. On the day of the visit there was a music group meeting in one of the lounges. Two people spoken with said they chose not to join in many of the activities, but were always invited to attend. One person said they liked to go out either independently, or with friends. Another said they had been out shopping with one of the volunteers, which they had enjoyed.

Staff surveys also spoke positively about the home stating that people receive individualised care and are encouraged to be as independent as possible. Staff tell us they receive good training so they can provide good quality care. One staff member told us that the home provides a lot of activities, whereas another told us more activities were needed.

People told us in their surveys that they knew how to complain if they were unhappy about something. We looked at the home's complaint's record and although we saw that two complaints about care practises had been addressed appropriately, the way some communication is recorded could be improved.

We looked at how the managers are monitoring how well the home is operating. There are good systems in place to check on the day-to-day running, but the manager needs to develop a way of gaining the views of people who live and visit the home. This would help to make sure the home is run, wherever possible, how these people would like it to be run, rather than how the manager thinks they would like it.

One person commented in their survey that their porridge wasn't always hot enough and said they wanted to have their evening meal later. Another person spoken with said there could be better communication between the home and the family member, who lives a long way away. These comments were passed on to the managers, but they need to be carrying out their own surveys and talking informally to people, to obtain these views themselves.

## What they could do better:

The home has assessments in place for people who are at risk of falling, saying what the home is doing to minimise that risk. These are reviewed each month, but staff should re-look at them after an individual has fallen, to make sure there is nothing else they should be doing to try to prevent another fall.

Some people are assessed as needing bedrails to keep them safe at night. Some of these individuals also need pressure relieving mattresses to help minimise the risk of developing a bed sore. Where this is the case then the home must make sure there is sufficient height between the mattress and the top of the bedrail, so people are not put at risk of falling over the bedrail.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

## Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

## Requirements and recommendations from this inspection:

### Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	38	13	<p>Beds needing pressure relieving mattresses must have bedrails fitted in such a way that there is a sufficient height between the mattress and the top of the bedrail.</p> <p>This is so that the risk of people falling from the bed is minimised.</p>	31/05/2010

### Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations
1	7	People should have their falls risk assessment reviewed following every fall, to make sure that there is nothing more the home should be doing to try to prevent another fall.
2	33	People's views should be actively and regularly sought, so that they can have the opportunity to say what matters to them and what changes they would like to see. People then need to receive feedback so that they know that their views have been listened to.

## Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.