

Review of compliance

Oakhaven Residential Care Home Oakhaven Residential Care Home	
Region:	South West
Location address:	136-140 Hales Road Cheltenham Gloucestershire GL52 6TB
Type of service:	Care home service without nursing
Date of Publication:	March 2012
Overview of the service:	The home provides accommodation and care for up to twenty seven older people. The majority of the rooms have en suite facilities. There are two lounges and a separate dining room with an attractive rear garden. The home is well equipped to support the needs of older people including specialist bathing equipment.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Oakhaven Residential Care Home was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review to check whether Oakhaven Residential Care Home had made improvements in relation to:

Outcome 04 - Care and welfare of people who use services

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

This was a review as a result of our inspection of the service in December 2012. Following that inspection we placed compliance actions against the home in relation to practice around the giving of nutritional supplements:

We found that prescribed nutritional supplement is not always given as required potentially placing people's health and well being at risk.

A further compliance action was made about record keeping:

Records of care and arrangements for providing care where individuals have specific needs such as maintaining skin integrity and responding to pressure sore care are not completed as required to evidence that the appropriate care is given.

This review looked at information we have received from the provider in response to our report and compliance actions that we set.

We are now satisfied that the provider has addressed the areas of concerns and improved their practice in relation to the issues we raised.

What we found about the standards we reviewed and how well Oakhaven Residential Care Home was meeting them

Outcome 04: People should get safe and appropriate care that meets their needs

and supports their rights

The provider has taken the necessary action so that individuals receive the prescribed nutritional supplements and that records are completed to evidence that care was provided as necessary.

Overall we found that Oakhaven Residential Care Home was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We did not visit the service as part of this improvement review.

Other evidence

The provider told us that they have changed the arrangements for the administering of nutritional supplements. The "matrons" will take responsibility for the administration of Fortisips and Ensures. The manager told us, "Once we have had a meeting with the communal staff whose responsibility this should be when giving out the morning coffees, and we are confident that they have grasped the importance of the documentation and administration of the drink, this will then revert back to their responsibility and the documentation will be closely monitored to ensure that this is happening."

We were also told that all staff having responsibilities around medication will receive further training. We received confirmation that this training has now taken place. The pharmacist confirmed that medication training had been provided for "all staff who administer medication". They also told us they had discussed the arrangements for the giving of nutritional supplements.

The provider told us that in relation to the compliance action about the keeping of records the following actions were undertaken:

"the matter was further addressed by management speaking with each member of staff individually and also with the provision of further supervision/training session

carried out to test their knowledge" and "turning charts continue to be closely monitored to ensure that turns are carried out on time and actions recorded appropriately".

We have received a list of all staff who have received the supervision session noted above. We have also been told that staff are to receive further training about nutrition, continence management, pressure area prevention and nutritional screening. This is to be provided by the Care Home Support team.

Our judgement

The provider has taken the necessary action so that individuals receive the prescribed nutritional supplements and that records are completed to evidence that care was provided as necessary.

Overall we found that Oakhaven Residential Care Home was meeting this essential standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA