

# Review of compliance

## Precious Health Care Limited Oakleigh House Nursing Home

<b>Region:</b>	London
<b>Location address:</b>	Oakleigh Road Hatch End Harrow Middlesex HA5 4HB
<b>Type of service:</b>	Care home service with nursing
<b>Date of Publication:</b>	July 2012
<b>Overview of the service:</b>	Oakleigh House Nursing Home is a home for older people which is situated in a residential area of Hatch End. It is licensed by the Care Quality Commission to provide the regulated activities accommodation for people who require personal or nursing care, diagnostics and screening and treatment of disease, disorder or injury for up to twenty people.

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

## Our current overall judgement

**Oakleigh House Nursing Home was meeting all the essential standards of quality and safety inspected.**

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 Oakleigh House Nursing Home had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

Outcome 16 - Assessing and monitoring the quality of service provision

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 23 May 2012, talked to staff and talked to people who use services.

### What people told us

We spoke to people using the services but their feedback did not relate to these standards. However, we saw various staff interactions with people which were pleasant, supportive and appropriate. People appeared relaxed in the company of the staff.

### What we found about the standards we reviewed and how well Oakleigh House Nursing Home was meeting them

#### **Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights**

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

#### **Outcome 07: People should be protected from abuse and staff should respect their human rights**

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from

happening.

The provider was meeting this standard.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 spoke to people using the services but their feedback did not relate to this standard.

##### Other evidence

Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

Our inspection of 8 November 2011 found that assessments of people's needs were not being regularly reviewed and updated to ensure that those needs were continually met. The provider wrote to us at the end of January 2012 and told us that they had implemented a new system of reviewing care plans. We checked five care plans and were able to confirm they were reviewed weekly and that a system was in place to communicate changes to all staff. We spoke with a nurse and a member of the care staff; both confirmed that there were clear lines of communication in place regarding changes in people's individual needs.

##### Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

## Outcome 07: Safeguarding people who use services from abuse

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

### What we found

#### Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

#### Our findings

##### What people who use the service experienced and told us

We spoke to people using the services but their feedback did not relate to this standard. However, we saw various staff interactions with people which were pleasant, supportive and appropriate. People appeared relaxed in the company of the staff.

##### Other evidence

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Our inspection of 8 November 2011 found that the provider did not have evidence of appropriate systems to monitor records and staff in order to identify potential safeguarding concerns. The provider wrote to us at the end of January 2012 stating that a new 'file review' system had been implemented, part of which ensured that nursing and care records were checked against people's assessments of needs. The provider said that where gaps were identified these were notified to the nurse in charge and also discussed with the nurse and carer, with actions to rectify any issues being recorded in the care plan. In addition staff were to receive updated training in safeguarding in early 2012. We checked five care plans and found that the review had been carried out weekly and actions signed off as completed, ensuring that potential concerns would be easily identified. We also spoke with a nurse and a member of the care staff who confirmed their understanding of the system and how it had been implemented.

The manager told us that safeguarding training had been delivered to all staff in April 2012. We saw evidence of this in records provided by the service and confirmed with staff that they knew the correct reporting procedures to ensure that people were protected from the risk of abuse.

**Our judgement**

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.



## Outcome 16: Assessing and monitoring the quality of service provision

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

### What we found

#### Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

#### Our findings

##### What people who use the service experienced and told us

We spoke to people using the services but their feedback did not relate to this standard.

##### Other evidence

Decisions about care and treatment were made by the appropriate staff at the appropriate level.

Our inspection of 8 November 2011 found that there was no established mechanism for ensuring that the quality of services provided to people and the associated risks were regularly assessed and monitored. The provider wrote to us at the end of January 2012 and told us that they had implemented a new system of reviewing people's records on a regular basis. When we checked risk assessments within five care plans we noted that all had been reviewed on a monthly basis, with the home manager signing the appropriate section and indicating the changes. In addition, there was clear evidence that the home manager reviewed records on a weekly basis to ensure that all aspects of people's care was continually updated to meet their changing needs. Staff confirmed that changes were communicated to them both in writing and verbally and that they were expected to check the care plans regularly to ensure that they knew could provide appropriate care to people using the service.

##### Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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