

Oakwood Care Home Service

1 Dochcarty Brae
Dochcarty Road
Dingwall
IV15 9UG

Telephone: 01349 862567

Type of inspection:

Unannounced

Completed on:

19 June 2019

Service provided by:

Highland Council

Service provider number:

SP2003001693

Service no:

CS2003008453

About the service

This service was registered in 2002.

Oakwood operates from purpose-built premises in Dingwall. The unit is close to local amenities and is surrounded by fields.

Staff working within the care home believe that it is everybody's goal to live a happy life and play a part in the community they live in. To achieve this, it requires that young people learn how to get along with other people in a constructive and mutually beneficial way. They require to learn skills that they can use to deal with all the challenges that they may face in the future, are able to make the choices about how they live their own life and take responsibility for it.

The service also provides accommodation for 16 to 21 year-old young people in another premises, close to the town centre of Dingwall. This service enables young people to live independently but with continued support from the unit staff at Oakwood. Young people are supported by staff to increase their skills in budgeting, housekeeping, self-care and management.

The main principles that the care home promotes are:

- Dignity
- Privacy
- Choice
- Safety
- Realising potential
- Equality and diversity.

What people told us

During the course of this inspection we spoke with young people. We were told that they were happy living at Oakwood. Comments noted included the following:

- 'The staff are OK.'
- 'I can speak to staff when I need to.'
- 'I get a good choice of food.'
- 'I help with the shopping and with the cooking.'
- 'I feel safe here.'

We spoke with placing social workers and we were told that they were happy with the service that was being provided by staff at Oakwood. Comments noted included the following:

- 'Young people are doing really well.'
- 'The staff are very supportive to young people.'
- 'Young people can speak to the staff and have a very good relationship with them.'
- 'We get weekly reports about young people.'
- 'Communication is very good.'
- 'I am made to feel welcome when I visit and am always offered a drink.'
- 'Young people refer to Oakwood as their home.'
- 'Very impressed with the staff team at Oakwood.'

- 'Really good how the staff team support young people moving into independent living.'
- 'I think it is a really good service.'

Self assessment

We did not request a self assessment in this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We graded the quality of care and support and the quality of management and leadership at Oakwood as very good.

An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for young people. There are very few areas for improvement. Those that do exist will have minimal, adverse impact on young people's experiences and outcomes.

Staff at Oakwood provided a nurturing, warm and caring environment for the young people who lived there. We observed young people to be very comfortable in the presence of staff and there was very good interaction. Staff had developed positive relationships with the young people and young people and social workers confirmed this when we spoke with them.

Social workers we spoke with spoke highly of the staff team at Oakwood. They were particularly praising of the transition support provided to young people who were moving into more independent living.

Young people felt safe living at Oakwood and staff knew how to protect young people from harm. Policies and procedures were in place to guide staff if there was child protection concerns and we were confident that these would be followed.

Young people were encouraged to lead a healthy life style. Young people were encouraged to eat a healthy diet and take part in physical exercise. Young people told us that there was a good choice of food and they liked to help with the cooking.

Young people were registered with the appropriate health care professionals. Any medication that was stored was done so in a safe place. Any medication administered was recorded and signed by staff. Audits were carried out to ensure best practice was being followed.

Most young people were attending school and staff worked closely with education when young people were not.

There was a care plan in place for all young people and these contained relevant information. We have identified this as an area that could be improved on.

Accidents and incidents were recorded and this included any incident of unauthorised absences. However, we had not been informed about some incidents when we should have been and we discussed this with the service manager. We were assured that this would not re- occur and that all notifications required to be submitted to the Care Inspectorate would be. **(See Requirement 1).**

Since our last inspection there had been a reduction in the number of emergency placements made by the local authority. We acknowledge that there will be occasions when children have to be accommodated on an emergency basis, this should not become common practice. The manager of the service needs to continue to monitor referrals of children under an emergency basis and consider the impact on other young people and the suitability of the placement.

Since our last inspection a new manager had been appointed. The manager had identified areas in which the service needed to improve and was making very good progress.

Staff told us that they were well supported by the manager. Staff received regular supervision, both formally and informally. The manager operated an open door policy and during our inspection visits we found that this was well used by staff.

Although there were quality assurance systems in place we found that this was an area that could be improved on.

What the service could do better

Care plans could be improved on if they were more outcome focused and involved young people more. **This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2:17).**

Feedback should be gained from young people, parents, carers and other stakeholders to enable them to comment on the quality of service being provided and identify areas for improvement.

Audits needed to be carried out in relation to the quality of recording and the quality of care planning. This would ensure that the service could be evaluated and identify what is going well and what needs to be improved on. **This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance process'. (HSCS 4:19).**

Young people's meetings should be held more regularly. Minutes of these meetings should be recorded along with any actions required. **This is to ensure that the care and support is consistent with the Health and Social Care Standards which state that 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve'. (HSCS 4:8).**

Requirements

Number of requirements: 1

1. The service provider must ensure that a notification is sent to the Care Inspectorate when required.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I use a service and organisation that are well led and managed' (HSCS 4:23) and in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 21 (2)(b) and 22 (1) and 22 (2)(a)(b)(c) and (d). Notifications and Notification of Absence.

Timescale: Immediate.

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
16 Jul 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Jul 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
1 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
29 Jun 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Jun 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
22 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Oct 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Nov 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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