



**From the office of:** Quality Assurance, Adult Social Care

Dear Aileen and Jesamy,

**Re: Annual Quality Assurance Visit**

Thank you for hosting Rutland's visit on Wednesday 18<sup>th</sup> and Thursday 19<sup>th</sup> October 2023. During my visit I reviewed the following areas:

- A. Registrations and Insurances
- B. Policies, Procedures and Guidance
- C. Health and Safety
- D. Residents' Files
- E. Personalisation and Resident's Experience
- F. Medication Management
- G. Staff Files
- H. Staffing and Management
- I. Quality Assurance and Reporting

Each of the areas has been scored using the following scale:

Exceeds Expectations  
Meets Expectations  
Below Expectations

I am please to say that based on my observations, the documentation and systems reviewed, and discussions with both staff and residents, Oakham Grange achieved 'Meets Expectations' in all areas.

Please find as follows a further information on my findings for each area:

**Registrations and Insurances (Meets Expectations):**

All appropriate registrations and insurances were in place and in date.

**Policies, Procedures and Guidance (Meets Expectations):**

Clinical, health and safety, HR and corporate policies were reviewed in detail. The policies were thorough, clear and linked to relevant legislation where appropriate. Regular reviews of each policy were completed by management and a record of this kept.

**Health and Safety (Meets Expectations):**

Oakham Grange is a modern building, designed to provide a safe and spacious environment for its residents. All aspects of health and safety were taken seriously by the home, with a Maintenance Team and Domestic Team ensuring all areas were clean and in good working order.



The home was well presented with no evidence of mess or foul odours and both staff and the residents were clearly proud of the building.

During my visit I was shown all areas of the building including the communal areas, some residents' rooms, each household (the name given to each floor of the building) and all staff areas. Each area, including those only accessed by certain members of staff, were clean and free from any clutter.

### **Residents' Files (Meets Expectations):**

Three residents' files were reviewed in detail, on the digital care management system used by Oakham Grange called Nourish Care. This system can be accessed through the computers in place for staff to access and through handheld devices that each staff member has with them during a shift.

Each file reviewed was found to be up to date, with the care plans written in a person-centred way, with several personal touches for each resident. This included quotes of the residents' frequent expressions as well as descriptions in the first person and the ability to record 'current mood'. All daily logs, updates and changes are date and time stamped on Nourish. If amendments are made to a care plan, a new version is automatically created with previous versions saved and accessible for auditing purposes.

Individual care needs were recorded in detail including medication, eating and drinking, personal care, location safety checks, DoLS and mental capacity and cognition and communications needs. All daily checks were viewed as being done in a consistent and timely manner in each file, this information was reviewed across several months of recording.

One area of improvement was noted, where some documents had not been transferred from the previous file area to Nourish Care. When discussed with managers it was explained that due to Nourish Care being a new system at Oakham Grange, more time was needed to transfer everything across. It is important to note, that all priority documents for residents where in place on Nourish Care.

### **Personalisation and Resident's Experience (Meets Expectations):**

During the visit several residents were happy to speak to me about their experiences at the home. None of residents raised any concerns and were very positive about their experiences. Time was also spent in the communal areas, to observe interactions between staff and residents. There is clearly a good rapport between everyone at Oakham Grange, with staff and residents being on first name terms and confidently interacting with one another. The staff were viewed behaving in a caring and respectful towards residents and when family and friends arrived, they were greeted in a friendly and personable way.

When moving around the home, safe and correct moving and handling support was observed with three different members of staff. Two within residents' bedrooms and one in a communal area. Staff appeared confident when supporting the residents and residents were at ease and chatting with the staff whilst moving and handling was happening. During mealtimes, staff were present, and support was offered where appropriate. Mealtimes were observed in all three

households of the home at different times of the day. Residents were also able to access small kitchen areas in each household, encouraging independence and making the environment feel like home.

Two activities co-ordinators work at the home. There are dedicated activities areas throughout the building, and they are clearly well used. Several person touches are in place around the home, the most noteworthy being:

- Individual memory boxes outside each resident's room, containing meaningful and sentimental items.
- A private dining room that residents could use with family and friends or for special events with other residents.
- The homely touches to Avocet, the specialist Dementia household.
- Signs with staff photos, names and job titles around the home, including for each of the households.

Managers have been working hard to introduce regular and meaningful meetings for both the residents and family members. Minutes from the first meetings for each household were shared during the visit and the conversations recorded were important and any actions were clearly noted.

#### **Medication Management (Meets Expectations):**

All care staff at Oakham Grange have a level of medication training. There is a clear staff structure in place around medication management, to ensure each residents medication is ordered, reviewed, administered, and stored correctly.

During the visit I reviewed the medication rooms on each floor. They were all found to be clean, tidy and in order, with all medications sorted correctly. Digital devices are used at each station for all medication recording. One of these devices was reviewed and the necessary information was entered correctly, including each medication administration record.

Senior members of the care team are responsible for completing and recording regular medication audits and reporting any errors found to the Service Managers for investigation.

#### **Staff Files (Meets Expectations):**

During my visit I met with a member of the HR Team, who shared three staff files with me. All the necessary documentation was in place in each file and where required the necessary documents were up to date, for example sponsorship licences and DBS certificates.

All staff files are held by the Corporate Team and were available to the managers and staff at Oakham Grange. Minutes from staff 1:1 and supervision meetings were filed locally and could be accessed where necessary.

The HR Team manage and maintain the files well and all updates, checks and reviews were completed in a timely manner.

### **Staffing and Management (Meets Expectations):**

The Management Team at Oakham Grange were observed to have an open-door policy. Staff were able to speak to managers when needed, without difficulty. During my visit I did not see any reluctance from staff to speak with managers.

The home has three Service Managers, each dedicated to a household. During my visit I spoke with the Service Managers, and they confirmed that this structure works well for the home as all the care staff feel well supported and each household has specialised leadership, allowing it to be the best it can be. Several informal conversations were had with care staff through the visit and the feedback from them was positive. Staff report to have seen and felt positive changes and the staff culture at the home is good.

There is a dedicated member of the Administration Team at the home who manages the staff rota. I was able to view the rota during my visits and staffing levels appropriate on each household to support the residents needs at the time. Staff have access to an electronic system to view the rota and there is a paper copy of the daily rota available in the staff entrance.

During my visit the staff were always visible in each household, supporting in communal areas and the residents' private rooms.

The home is working hard to recruit new permanent staff, reducing the need for agency staff to be used. I was onsite when the successful recruitment of a full-time registered nurse for the night shifts was confirmed. There had also been a high number of applications for care support staff positions, for which the interview process was ongoing. The home has a strong staff induction process in place, allowing new members of staff a full week of training and two shadowing shifts.

### **Quality Assurance and Reporting (Meets Expectations):**

The home had an open attitude towards my visit, allowing me access to the necessary files and electronic systems, as well as allowing me to freely move around the building and interact with staff and residents.

There is a Head of Quality and Compliance currently based at Oakham Grange two to three days per week, working to ensure quality is met across the home and supporting the Management Team. In addition, a member of the Senior Management Team is based at the home throughout the working week. Audits, reporting, and service reviews were regular and thorough at the home, with information sharing and staff learning being a key priority.



# Rutland County Council

From my visit it is clear that the management and oversight of the running of the service is of a high quality and you should all be commended on your continued hard work. Please pass on my thanks to your staff for their welcome and co-operation and thank you both for your kind hospitality during my visit.

I plan to revisit Oakham Grange in October 2024 unless otherwise indicated by the Local Authority or Care Quality Commission. In the meantime, if there is anything I can assist you with please do not hesitate to contact me.

Yours sincerely

Frances Hinton  
**ASC Compliance Lead**

