

Oak Tree Care Services Limited

Oak Tree Care Services

Inspection summary

CQC carried out an inspection of this care service on 11 April 2017. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

We undertook an announced inspection on 11 April 2017 of Oak Tree Care Services. Oak Tree Care Services is a supported living service, which has been registered to provide support to people in their own homes. At the time of the inspection there was one person living at the service receiving personal care.

At the last inspection on 26 April 2016, the service was found to be in breach of Regulations 11 and 12 of the Health and Social Care Act 2008 (Regulated Activities) regulations 2014. These breaches related to risk management and consent for care and treatment.

The service did not have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the legal requirements in the Health and Social Care Act 2008 and the associated regulations on how the service is run. A manager was in place and we were informed they were in the process of applying for registration with CQC.

During this inspection records showed that a risk assessments had not been updated to reflect the person's current circumstances. The director told us that the risk assessment had been updated before the inspection and may have been misplaced. We were sent evidence to support this after the inspection.

Medicines were being managed safely for the person.

There were systems in place for quality assurance and quality monitoring.

There was appropriate staffing at the service.

Staff had the knowledge, training and skills to care for people effectively. Staff received regular supervision and support to carry out their roles.

Staff sought people's consent to the care and support they provided. The person's rights were protected under the Mental Capacity Act 2005. The service was in the process of applying for Deprivation of Liberty Safeguard for the person.

The person was able to attend routine medical and health monitoring appointments with staff support.

The person was treated in a respectful and dignified manner by staff who understood the need to protect people's human rights.

There was a programme of activities. These activities took place regularly.

Staff found the manager approachable and had confidence in their ability to act on queries.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161