

The Oak Foundation

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Inspection summary

CQC carried out an inspection of this care service on 31 January 2023, 09 February 2023 and 14 February 2023. 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 expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

About the service

The Oak Foundation is a domiciliary care agency providing personal care to support people with a learning disability, autistic people, sensory impairment and physical disability. At the time of our inspection 1 person was using the service.

People's experience of using this service and what we found

Right Support:

People were supported to have maximum choice and control of their lives and staff them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People were supported to access their local community to feel included within society and to participate in activities they enjoyed. Staff were supported with appropriate training to provide them with the skills and knowledge to care for people with a learning disability

and autistic people. Consent to care was requested from people's relatives and staff engaged with people to try and enable decision making from people who could not use words to communicate.

Right Care:

People were kept safe while using the service and managers ensured staff were present at all times where people required 24-hour care. Staff understood their safeguarding responsibilities and people received care from staff who had been recruited in line with the providers policy. People received care from a staff team who were kind and patient and truly wanted to help people have a better life. Staff were respectful of people's individual needs and how to support them in a way that respected their privacy and dignity. Staff did not discriminate against people who used the service, and all were welcome to use the service at The Oak Foundation. People's care plans were personalised, and the management team told us they worked with people and their families to find the best way to support people at all times.

Right Culture:

The registered manager and service manager were focused on providing a quality service for people to ensure they were not excluded from society and could live their lives. Managers at the service were encouraging to their staff team and provided plenty of opportunities for staff to discuss any concerns they may have and to talk about what was working well with people's care and how to improve it. Feedback from staff and relatives was important to the service to help them develop the care provision for people and to support staff where needed. Quality systems were in place to monitor the quality of the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 3 December 2021 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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