






Oasis Group (London) Limited

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Inspection summary

CQC carried out an inspection of this care service on 08 October 2018 and 11 October 2018. 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 

Oasis Group (London) Limited is a domiciliary care agency. It provides personal care to older adults living in their own houses and flats. At the time of the inspection eleven people were receiving a service.

This inspection took place on the 8 and 11 October 2018. The inspection was announced. This was the first inspection since the service was first registered in November 2017.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Staff were knowledgeable about reporting safeguarding concerns and whistleblowing. People had risk assessments carried out to mitigate the risks of harm they may face. However, we found some risk assessments needed more detail. The provider carried out recruitment checks before new staff began working at the service. There were enough staff on duty to meet people's needs and the provider had a system to cover staff absences. People were protected from the risks associated with the spread of infection. The provider had a system in place to record accidents and incidents.

The provider assessed people's needs before they began to use the service to ensure the right

care could be provided. Staff were supported with training opportunities and regular supervisions. People were supported with their nutrition and to maintain their health. The provider and staff understood the requirements of the Mental Capacity Act (2005) and the need to obtain documented and verbal consent before delivering care.

Staff understood how to develop caring relationships with people. The provider involved people and their relatives in the care planning process. Staff were knowledgeable about equality and diversity. People's privacy, dignity and independence was promoted.

People's care preferences were respected. Staff understood how to deliver personalised care. Care plans were personalised and contained people's preferences. The provider had a system to record and deal with complaints. People's end of life care wishes were documented.

The provider had a system to obtain feedback from people using the service and their relatives and used this to make improvements to the service. People, relatives and staff gave positive feedback about the service and the leadership. Staff had regular meetings to keep updated on service development. The provider carried out quality audits to identify areas for improvement.

We have made one recommendation about risk assessments.

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