

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Brooks Healthcare (Newport) Limited	
The provider was registered on:	15/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Oaks Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/03/2019
	Responsible Individual(s)	Stephen Lyons
	Manager(s)	Emma Waller
	Maximum number of places	30
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All care staff are required to undertake training to ensure they are appropriately skilled to carry out their duties. The training (face to face and online) includes key modules on fire awareness, health and safety, infection control, first aid, moving and handling, food hygiene, medication administration (if this is in their duties), safeguarding, dementia, diversity and equality. We also support care staff to undertake their Health and Social Care qualifications. We are on track on a matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We operate a rota (linked to our staffing dependency policy) to identify additional recruitment needs. When recruiting, we use both advertisements and word of mouth, we interview, and if offering a role, we carry out all the recruitment checks and log on file to sign off a staff member as safe to work. Each new staff member then undergoes on the job induction/training and skills training as above. To retain staff, we hold regular supervisions to identify development and discuss career progress.

Service Profile

Service Details

Name of Service	The Oaks Residential Home
Telephone Number	01633893665
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum weekly fee payable during the last financial year?	720
The maximum weekly fee payable during the last financial year?	1000

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We circulate questionnaires to residents and relatives to source feedback on our service, the findings of which are included in the Home's Quality Report. In addition we operate an open door policy to encourage an on-going 2 way conversation with both residents and relatives.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	15
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an accessible garden at the front of the Home for the use and enjoyment of all residents. The garden has flat walkways for ease of access and a range of seating areas.
Provide details of any other facilities to which the residents have access	Communal facilities include 3 lounges, a garden room, a dining room and a porch with seating overlooking the garden.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As a service, we regularly circulate questionnaires to key stakeholders - this includes Residents, their Relatives and Staff members. The purpose of these questionnaires is to solicit feedback to improve the quality of the service we offer. Our latest questionnaire feedback highlighted the following areas in the Quality of Care report which are being addressed - Review of menus offered, refurbishment of some of the areas in the Home ie carpets/ chairs, review of the laundry process to ensure all residents clothing is returning correctly, how we better involved relatives in the activities of the service, a review of bathing options linked to personal choices, improving communication with relatives re day to day events, review of visiting policy post Covid restrictions. In addition, we create care plans to reflect residents needs and wishes - this includes the practical support needed as well as personal choice/wishes on how they wish to spend their time and the things they would like to do. The forerunner to the care plan is a detailed pre-assessment to establish the residents needs and wishes and whether we can support these at The Oaks. The care plans, both in their creation and the regular monthly and 3 monthly reviews, are subsequently shared and agreed with residents and, if appropriate, their relatives. We also use the above assessments and regular reviews to plan our well-being activities so they are as person-centred as they can be. food and menu choices which they find appealing. This was done to create the current menus and will continue to be the focus for the development of future menus. Feedback from residents also helps us to create The key values we strive to, which are written into our Statement of Purpose, are Privacy, Dignity, Independence, Choice, Rights, Fulfillment and supporting Religious and Cultural preferences. Linked to this is the notion of continuous consent, where we look for consent prior to all aspects of personal care/support. We recruit, induct, train and develop our staff team to effectively engage with and support our residents. In so doing, we run a rota which is driven by our Staffing Dependency Policy to ensure we have the appropriate level and mix of staffing to spend time with and support our residents to meet their care needs. Finally, our management and senior team are core to the running of our service and they are all actively involved in day to day interaction with our residents and their families.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The support we provide to residents to maintain their health and overall well-being is</p> <ul style="list-style-type: none"> - Feedback from our resident and relative questionnaires which help to guide how we develop our service - Creation and regular reviews of care plans and risk assessments to identify the support needed - Regular daily records to log any changes in need etc - Accessing professional input as required especially health through GPs (weekly ward round as well as ad-hoc needs), District Nurses, Occupational Therapists, In Reach team, Dentists, Opticians, Chiropody etc - Facilitating regular contact with our residents families and friends - Conducting resident meetings and reviews with residents/their families, social workers etc - Organising a regular resident-focussed well-being programme which is resourced both internally and through outside entertainers etc. Examples of this are regular reminiscence groups, exercise classes, singing groups, hairdressing support etc - Recruiting and training our staff team to build a homely and welcoming culture where our residents are at the centre of what we do.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We aim to ensure our residents feel safe and protected at The Oaks by</p> <ul style="list-style-type: none"> - Sharing our safeguarding, whistle-blowing policies - Being clear on how complaints can be raised and dealt with - this is in Service User Guides and on notice-boards - Reporting any concerns through Duty to Report with Newport's Safeguarding Team - Encouraging feedback through management and senior team daily involvement with residents/relatives - Access to management and the senior team 24/7 both on-site and through our on-call - Circulating regular questionnaires - Open door policy and regular discussions with residents and relatives to highlight any concerns - Regular contact with a range of professionals who regularly visit our service - Educating our staff team on the importance of keeping our residents safe through induction, safeguarding training and regular meetings
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The arrangements we have in place in our service to support our residents personal outcomes are</p> <ul style="list-style-type: none"> - Diligent pre-admission to verify we understand and are able to meet our residents wishes and needs - Regular questionnaires to provide feedback for how we develop our service - these are from residents, relatives and staff alike - Risk assessing to encourage our residents to be as independent as they can - Monthly/3monthly care plan reviews to assess any changes needed to meet our residents needs and preferences - Regular (monthly) reviews of our residents dependency and nutritional needs to inform their care support - Our policies for how we run our service but specifically our Health and Safety policy - The regular audits we carry out to ensure our systems and processes are working to achieve the resident outcomes - this is captured in our Management "Bible" - Encouraging residents to personalise their rooms - photos, furniture, soft furnishings etc - Providing space for residents to meet in privacy - recognising privacy and respect when entering their rooms, providing lockable rooms at residents requests and safe to do, encouraging personalising of their rooms - Involving residents in creating our menus - Regular involvement of health and social care professionals in the support of our residents - weekly GP ward round, regular visits from District Nurses, the In Reach team, Occupational Therapists, Dentists, Chiropodists, Social Workers etc - Recruiting, inducting, training and rostering staff to place our residents at the centre of what we do.

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>21</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	4
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>We normally have a member of our senior team in the service 0730-1930 7 days/week</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>4</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>16</p>
<p>No. of posts vacant</p>	<p>2</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>8</p>
<p>Health & Safety</p>	<p>7</p>
<p>Equality, Diversity & Human Rights</p>	<p>12</p>
<p>Infection, prevention & control</p>	<p>9</p>
<p>Manual Handling</p>	<p>11</p>
<p>Safeguarding</p>	<p>10</p>
<p>Medicine management</p>	<p>6</p>
<p>Dementia</p>	<p>11</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>10</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>16</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	We operate a daily rota for care staff from 0730-1400, 1400-1700, 1700-2230 and 2230-0730. Including our senior, we have 3 staff on through the day (0739-2200) and 2 waking staff overnight (2230-0730)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.
Contractual Arrangements	
No. of permanent staff	1

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Person
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our staff training strategy identifies different frequency depending on the training module ie some are annual and other every 3 years. Where no training has taken place in the financial year, this would normally mean that the staff member is trained but that the training took place outside the financial year.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0