

Annual Return 2022/2023

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:	Oak House Care Limited	
The provider was registered on:	19/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Oak House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/09/2018
	Responsible Individual(s)	Rita Patel
	Manager(s)	Lynne Woodrow
	Maximum number of places	32
	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	Our training manager carries out all mandatory training with all staff new and existing. New starter have a 5 day induction class room and practical, the existing staff have annual and 6 mthly refresher training. Training manger will also manage/plan the training provided by the LA and will also source private training companies to come and train our staff on subjects that we are unable to get free of charge. Training needs are identified by our home managers. on line and face to face training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	we have a sponsorship license to recruit staff from over seas. we pay our support workers the real living wage and above. we maintain the differences in salaries for other staff. we offer flexibility and long service awards. we offer a 20 hour contract for students.

Service Profile

Service Details

Name of Service	Oak House Care Home
Telephone Number	02920377778
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	n/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	37
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Fees Charged

The minimum weekly fee payable during the last financial year?	820.47
The maximum weekly fee payable during the last financial year?	1100.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	residents and family reviews face to face and via telephone residents meetings whatsapp audio and video contact groups with families who are overseas RI one to one meetings with residents and families / NOK

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	we have a visiting pod at the front of the property which was built during the covid period and is still in use for service users and families. we have a lawn and patio area (tables and chairs and wooden benches) at the rear of the property and also a wooden enclosed area to allow privacy for again service users to visit. under cover smoking area.
Provide details of any other facilities to which the residents have access	other facilities include external public park/ shops / chapter arts/ II anover hall

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.

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.

• The menu's at Oak House have been revised to reflect the change of seasons, although residents still want the old fashioned puddings and desserts all year round, and they also requested to keep the stews and casseroles on the menu's as they really enjoy this type of food, some residents have also requested spicier foods, so chefs now make a mild curry and a spicy curry for whoever wants a bit of extra heat, we always will try to accommodate all resident's wishes. We also have been trialling, putting jugs of squash on the tables, so residents can help themselves, this is being branched out to see if the residents will make and pour their own tea or coffee, some of our residents are able to pour their own drinks, and it has been lovely to see residents pouring drinks for other residents who are less capable. Chefs continue to offer alternatives from the menu, to ensure every one has a well-balanced diet.

From Quality Assurance report 2023 – 70% of residents strongly agree and 30% agree that they enjoy meals at Oak House and their personal needs are catered for.

• We have 2 Activity staff, both with their own skills set, there is a varied and extensive choice of activities being completed at the home, and the residents have made art pieces which are displayed in the dining room and lounge area, residents also have enjoyed gardening, and having input in what they would like to grow and enjoy a good sing a long, and especially love quizzes and word games, they also enjoy all board games and are really competitive with each other, they also play a lot of group card games, it is a pleasure to hear the residents laughing and looking forward to what the activities will be daily. From Quality assurance report 2023 – 45% strongly agree and 65% agree that the activities are extensive, varied and interesting.

• There have been 2 residents meetings held so far this year, with good attendance and contributions from the residents, they have stated that they are happy with the food and the variety of choices given for meals, they understand that home redecoration projects and kitchen extension are currently going ahead, which may mean that there will be some disruption to daily life and noise on occasion, but we will try and keep this to a minimum.

<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>	<ul style="list-style-type: none"> • At Oak House we strive to deliver the highest standard of care , by ensuring that the service users health and well-being is maintained by working closely with not only the service user and their families, but by working closely with our local GP Practices, by ensuring a weekly ward round is completed, either by phone first, then the GP will come into the home if necessary, the GP will then send us the notes of the ward round via secure email or our records to ensure there is no missed communication between us. We then inform the families of any concerns and reasons why we have asked for the GP to see them, it is also documented on Fusion, and also on the daily communications for staff to ensure that everyone is aware of any requirements needed. Other than the weekly ward round if we need any advice we always ring our GP surgeries as and when required, which is evidenced on our computerised care planning system called Fusion • Service users Medications and health needs are reviewed regularly by the GP. <p>All visits and conversations are documented on Fusion and handovers and daily communications.</p> <ul style="list-style-type: none"> • We also work closely with the District Nurse teams and have daily visits for one of our service users to monitor her blood sugar levels. We also ensure timely referrals are made into the District Nurse teams if we have any concerns regarding our service users, with their pressure areas, any wounds that may need dressings, or to start with a nursing assessment • We also make timely referrals to Care Home Liaison Team, Community Resource team, community dentist, opticians, podiatry and any other health care professional needed. Service users are given choice to access a visiting Chiropodist which they pay for privately. This is all evidenced on Fusion system • We complete monthly reviews on our service users care plans , assessments, PEEPS and dependency profiles to ensure that the care we are delivering is correct and that any changes to the service user is captured and dealt in a timely fashion. • At Oak house we have a stable workforce so we do not use agency staff, which helps with the continuity of care and support for our service users. • Oak House also participates in the companies Length of Service scheme. • All Staff have regular training to ensure they are kept up to date with changes and current legislation.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • The home's safeguarding and whistleblowing policy and all home policies have been reviewed, and printed out, file kept in manager's office, where all staff have easy access. • All incidents and complaints are taken seriously and used to identify any potential abuse. If neglect or abuse has been identified a safeguarding referral will be made and preventative actions taken. • All staff attend Safeguarding training yearly and new starters attend the training on induction week before commencing work at the home, which can be evidenced in the Staff files and on Fusion and matrix • Safeguarding referrals (Reg 60/AS1) are made if abuse or neglect has been identified and extensive investigations are carried out. All safeguarding referrals are documented on the safeguarding register • All staff working at Oak House has an enhanced DBS check and references -this can be evidenced in the staff files and the DBS matrix • Oak House has a coded keypad for entrance and exit to the building and CCTV cameras to ensure security and safety. • Overall service users feel safe in the home. CIW inspector stated in the inspection dated 09/03/2023 <p>People are protected from the risk of harm and abuse. Accidents and Incidents are closely monitored and we found that appropriate action is taken to safeguard people. Staff have a good understanding of the people's needs and they receive information on how to support the person prior to them moving into Oak House. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Overall residents living at Oak House have the choice to live how they want too. We try and accommodate everyone's needs and wishes, this stems from how they spend their day, how they would like their room decorated, to what activities they want to join in with (or not) the food is good home cooking, with plenty of choices. Residents have input into what goes on the menus and their opinions are valued.

Staff morale is high, the staff team feel valued by the management team, and they know we will help with any issues they may have, even in their personal lives. This level of trust between staff and management is paramount in running a successful home and teamwork now is a lot stronger, we also don't use any agency staff, so this helps in providing good continuity of care. We will always strive to do our best for our resident's to make their lives as fruitful and stimulating as possible.

CIW inspector made a comment in the inspection report

People looked well cared for and comfortable. They told us they are happy living at Oak House and the staff were always kind and caring. The service values the importance of activities and people told us they have something to look forward to. Care planning reflects people's wishes and improvements are being made to ensure this is reflected in regular reviews. People's choices are valued by a respectful team. The staff morale has increased with a more cohesive approach to the team. Staff are knowledgeable and responsive to people's care and support needs. Since the last inspection, there have been many environmental improvements which people enjoy. The home is brighter and homely. There is an ongoing refurbishment programme in place.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25.27
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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.

Staff Type	Service Manager	
	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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion first aid fire covid 19

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes
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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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion first aid fire level 3 safeguarding covid 19 fire marshal sepsis continence care nutrition and hydration boots meds training

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

Staff Qualifications

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
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Nursing care staff

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid covid 19 food hygiene level 2
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</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.	8am - 8pm 8am - 2pm 2pm - 8pm 2pm - 10pm 8am - 4pm 7am - 11am 8pm - 10pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
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	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	14
Dementia	15
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid fire fusion covid 19 continence care sepsis nutrition and hydration boots meds training
Contractual Arrangements	
No. of permanent staff	15
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)	5
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0
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.	8am - 8pm 8am - 2pm 2pm - 8pm 2pm - 10pm 7am - 11am 8pm - 10pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	7
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	4
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	8
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire first aid covid 19
Contractual Arrangements	
No. of permanent staff	4
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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</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	2
No. of posts vacant	1
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid covid 19 Food Hygiene level 2
<p>Contractual Arrangements</p>	
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.	<p>Meal time assistance - to support service users with food and beverage</p> <p>Maintenance - to audit and maintain the building and equipment and ensure H&S regs are met.</p> <p>Activities - to support and provide meaning full activities in groups and one to one for the service users</p> <p>Administration - to support the managers with administrative duties.</p>
Filled and vacant posts	
No. of staff in post	6
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	11
Health & Safety	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid covid 19 fire marshall
Contractual Arrangements	
No. of permanent staff	6
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0