

# 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:	The Oaks (Newtown Ltd.)	
The provider was registered on:	30/12/2019	
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	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	30/12/2019
	Responsible Individual(s)	Jennifer Roberts
	Manager(s)	Jennifer Roberts
	Maximum number of places	73
	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	We have a blended learning approach to training encompassing several avenues to access. We have our own company trainer who delivers Inductions to all staff which includes Mandatory training. We utilise in House staff as training champions in Moving and Handling and we also have our training partners Orchard rock who can provide bespoke training relating to role and responsibility for both Carer and Nurse training. We also partner with impact futures for Diplomas and Apprenticeships
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 dedicated resourcing team who support us to fill positions. We have responded to market pressures by increasing pay over and above minimum wage, used rewards for staff to refer friends to us. We have sought workforce feedback to enable us to identify where we can improve. We have introduced a reward system called Sandstone High 5 where colleagues can be nominated and win cash prizes. We have gained Sponsorship Status recently for overseas recruitment and adopted a flexible pay method

## Service Profile

### Service Details

Name of Service	The Oaks
Telephone Number	07368559870
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?	130
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### Fees Charged

The minimum weekly fee payable during the last financial year?	710
The maximum weekly fee payable during the last financial year?	1545.50

### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly Newsletter, Lnkdn, Facebook, Website, Various posters around the home signposting people to services. managers surge ries, Care Home Open days, Meetings with Staff, Relatives and R esidents.

### Service Environment

How many bedrooms at the service are single rooms?	73
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	73
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Rear Secure Gardens and grounds, Front patio area leading onto car park.
Provide details of any other facilities to which the residents have access	3 x Libraries / Day spaces and a Hairdressing salon

### 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>A governance arrangement is implemented on, Access' audit planning software in addition to this we have all-care planning on Person centred software that incorporates a mobile app and enables our team to deliver high quality, safe and personalised care more efficiently, wherever they are.</p> <p>Each of the care plans are personalised and residents focused. They include choices &amp; preferences and care support led by the residents themselves and where families are involved 3 monthly</p> <p>Our governance arrangements include Risk assessments, care planning, complaints, relatives, staff, residents and professional surveys, health and safety, IPC, reportable notifications, DOLS and compliance data analysis.</p> <p>As a result of the online audits which are completed an action plan is automatically produced and implemented. The timeframes are scheduled for each action and the progress recorded regularly weekly.</p> <p>Performance is measured via the online action plan and through internal and the external audits, as a part of the quality assurance.</p> <p>Part of the quality assurance is auditing of the care planning involving residents care needs and outcome goals.</p> <p>Care planning system also indicates the time required to meet the process residents needs and linking with the Isaac &amp; Neville Dependency tool and staffing levels.</p> <p>There are also the provider audits where the questions related to care are asked: professionals visiting the home, relatives, residents, and team members working in the service. The most recent provider audit was completed on 9th March 2023. The comments collected by the auditor indicated that service provides a positive culture within the home and people felt safe and listened to.</p> <p>A further audit is planned in May 2023.</p> <p>Services using Quality Compliance systems with the Policies &amp; Toolkits are designed to provide the best possible outcomes for residents under our care.</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 service have system in place to receive the regular feedback by scheduled meetings residents and families and we receive formal feedback from those. We also offer residents and / or family members to attend their care plan reviews so we can capture their wishes thought, actions and how happy they are about the care they receive. Our Audit process captures feedback both internal to the home and external via the RI and Provider visit Audits. People have commented that they are very happy with the care they receive and have opportunity to tailor the care they wish to receive it</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a robust Safeguarding process, Staff are trained to spot any signs of abuse and intervene immediately. We have posters around the home aimed at informing residents of how to raise concerns and details include persons to complain to. Residents have told us they feel safe in our home and when raising concerns these have always been addressed promptly. We use advocacy services to enable independent voicing of opinions or concerns and all safeguarding are reported and any lessons learned shared with the team aimed at improving our service making it even more safer for residents.</p>

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

Residents, families and social workers where applicable are invited to attend care reviews along with key staff members. Both needs and wishes are captured and any changes are applied to the plan of care. The relevant Heads of Dept are notified of the change which is then cascaded to the wider home team ensuring those needs and wishes are met. We have an array of wellbeing activities in the home that are all dictated by the residents themselves whether that's summer BBQ's or trips out to the seaside we always try and accommodate requests to support wellbeing and contentment. We strive for a Resident led service at all times

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) 70

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 3

Health & Safety 3

Equality, Diversity & Human Rights 3

Infection, prevention & control 3

Manual Handling 3

Safeguarding 3

Medicine management 3

Dementia 3

Positive Behaviour Management 3

Food Hygiene 3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	H&S Equality & Diversity, GDPR,
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
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	GDPR

<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	6
<b>Training undertaken during the last financial year for this role type.</b> 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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4

Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Phlebotomy, Wound Care, Syringe Driver Care, PE G feed,
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	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 Day Nurse 8pm-8am Night Nurse
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	43
No. of posts vacant	4
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	43
Health & Safety	43
Equality, Diversity & Human Rights	43
Infection, prevention & control	43
Manual Handling	43
Safeguarding	43
Medicine management	6
Dementia	43
Positive Behaviour Management	43
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	43
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	8
No. of part-time staff (17-34 hours per week)	28
No. of part-time staff (16 hours or under per week)	7
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 Day Shift 8pm-8am Night shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	43
No. of staff working towards the required/recommended qualification	0
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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8



Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
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	8
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDSI
Contractual Arrangements	
No. of permanent staff	7

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
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 Officer, General repairs, Compliance checks, Reporting faults and booking contractors
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	1
Equality, Diversity & Human Rights	1
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.	PAT testing, Legionella awareness
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	1
No. of staff working toward required/recommended qualification	0