



Inspection Report on

The Oaks Residential Home

**The Oaks Residential Home
Great Oak
Newport
NP10 9FX**

Date Inspection Completed

08/06/2023

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About The Oaks Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Brooks Healthcare (Newport) Limited
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	8 March 2022
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy living at The Oaks and experience good care and support. The staff are familiar with people's needs and preferences, and care workers are warm, polite, and respectful when speaking to people. There is a varied and meaningful activity schedule in place, and we saw people engaged throughout the day.

There is a new manager in the service who has a clear plan for service development, and systems to support the oversight and governance of the service are strong. There are some aspects of staff development that need to be addressed, however, there is a plan in place to do so.

The service has recently updated some aspects of the environment, and there are plans in place for further work to be carried out. Parts of the service are decorated to a high standard, however, not all areas are decorated to the same standard, and need refreshing. We look forward to seeing these updates at our next inspection.

Well-being

People are happy at The Oaks. People laugh and joke with one another and with the staff. There is a fun atmosphere during activities, and people join in throughout the day. People told us *"I enjoy the food, the company and the tv. The carers aren't bad either."* Staff working in all positions in the service know people living at the service, and we saw polite, warm, and respectful interactions throughout the day. People told us *"The staff are always happy to help, especially the seniors - they always seem to fix my problems."*

People and their families are involved in developing their personal plans which set out their personal wellbeing goals. People told us they are *"well catered for"* and like the social nature of the home. Within people's personal plans there are descriptions of people's preferences and routines, making it clear how they like to spend their time. We saw evidence of these routines being followed and supported throughout the day by care workers, as well as domestic staff. People's preferences are considered consistently.

There are planned activities throughout the week catering for people's preferences. There is variety built into the plans to encourage people to try different activities, in a way that works for them. A wellbeing co-ordinator works at the service and organises the events and activities, alongside the services Facebook page where families can see updates and get in touch about events and activities in the home. Family and friends can visit people at the service without restriction. We spoke to families who are happy with the care and support delivered to their relatives.

People living at the service are familiar with the senior team and the Responsible Individual (RI); we saw people chatting to the RI and calling them by name. People are comfortable asking for the things they want and need, and raising concerns that they have. The service has a process to support this. The service has policies and procedures in place to safeguard people, and ensure they are well looked after. We saw people looking happy, engaged, and spending time in the communal areas of the service. We saw a birthday being celebrated with singing and cake.

The environment does not consistently meet people's needs, however there are plans in place to update the environment, and new flooring and seating are being purchased and fitted. We look forward to seeing the updates at our next inspection.

Care and Support

There are plenty of staff present within the home, including domestic staff, care workers and senior staff. The RI is frequently at the home, and the new manager is supported by the deputy manager. At the time of our visit the staffing levels match the level of need for people living at the service, and this is reviewed by the manager as part of the monthly audits.

People receive care as and when they require it. We saw people's communication being acknowledged and responded to in a timely and professional manner. Care workers and domestic staff respond warmly and make time to sit and chat to people outside of their daily duties, promoting a positive and welcoming atmosphere within the service. Staff are kind and caring. People told us "*The carers are worth their weight in gold.*"

People speak highly of the food and talk about their options; however, menus are not on display. We heard people excitedly talk about the lunch they were waiting for, and joke about how they think the meal should be prepared. People's choices are listened to, and people receive their food in a way that suits them. Some people choose to sit in the lounge with one another instead of the communal dining space, making it a positive experience for them.

There is a wellbeing co-ordinator employed at the service who organises a range of activities and events in line with people's personal plans. We saw people laughing and joking during a pub quiz held after lunch. People speak highly of the activities in the service, they told us "*There's always something going on and keeps me busy.*" There are activity planners on display in the dining area for people to see what is happening throughout the month.

Personal plans are clear and easy to follow, giving care workers clear guidance on how to support people's wellbeing outcomes. People are involved in developing their plans, and the new manager is keen to increase the involvement of families in the process. The personal plans and documentation are reviewed in line with the Regulations, and plans provide social histories which support care workers to get to know people. People are well presented, and happy with the care and support they receive.

Medication is stored appropriately and safely, and the service has policies and procedures to support people to manage their medication safely.

Environment

The service benefits from two lounges and a communal dining space for people to enjoy. Both lounges have a different atmosphere with one being a little livelier due to the activities taking place. There is a plan to revive the lounges with new furniture, however at present the space is sometimes crowded, with seating around the edge of the room which at times makes it difficult for people to engage in the wealth of activities on offer. The garden of the home has some outside seating areas and we saw people using these with their visiting families. The service would benefit from increased outdoor seating to maximise the use for all people living in the home. The dining area is split into communal tables and people choose who to have their meals with, there is a sociable feel to the space, although the décor in the dining room needs revitalising. The RI has a plan in place to address this, with some flooring recently updated, and we look forward to seeing further improvements during our next inspection.

There are enough bathrooms and toilets for people to use, and 15 of the bedrooms have en-suite facilities. The service has recently purchased new bathroom equipment which people are benefitting from. People have their own rooms which are clean and personalised and contain people's belongings. Bedrooms vary in size, and some are decorated to a higher standard than others. The RI has a plan to update the rooms whilst being mindful of the impact that changes can have on people in the home. We look forward to seeing these updates in the future.

The service has policies and procedures in place to manage the environment and keep people safe, whilst ensuring that people's freedom of movement is not restricted. There is a maintenance schedule in place which is audited by the manager and the RI, ensuring that safety certificates are in place and in date. There is a plan in place for the maintenance and upkeep of the home to refresh the décor in bedrooms and communal spaces. At the time of inspection, the service has a five-star food hygiene rating and we saw domestic staff working throughout the day to maintain standards of cleanliness throughout the service.

Leadership and Management

People benefit from the leadership and management in place. The manager is new to the service, and staff and people speak highly of the impact they have had since starting. There are good oversight and governance arrangements in place to support the smooth running of the service, and plans in place to address areas of need. Information on new systems is shared with staff routinely through team meetings, and staff feel that they are part of the journey. There is clear evidence that the management team are setting up new systems to support the development of the service, however these systems will take time to embed within the culture of the service.

There are enough staff on duty to support people effectively, and we saw staff taking the time to spend with people and socialise as well as completing their daily tasks. People speak highly of the staff in the service, in particular the senior care workers. We saw senior care workers effectively leading the shift and supporting new members of staff within their roles.

The service follows safe recruitment procedures in line with the Regulations. Staff receive training to support them to develop within their roles. Care workers receive training in line with the Statement of Purpose (SOP) and are trained to meet people's care and support needs. Staff speak highly of opportunities to progress and develop within the service. There is a plan in place to ensure all staff continue to receive the training and development opportunities required for their roles. Care workers told us they feel they have had the right training to carry out their roles competently and confidently. We saw staff following the principles of person-centred care by placing people at the forefront of their care.

Staff are supported to carry out their duties and tell us they receive good support from the management team. Staff feel they can address any concerns effectively. The quality of the supervisions undertaken in the service is good, providing clear opportunities to discuss practice and support staff to develop, however, there are some instances where staff have not received formal supervision in line with the Regulations. The manager has a robust plan for addressing this, however systems and processes will take time to embed within the service. We look forward to seeing these embedded at our next inspection.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
35	Full information required is not present in all staff files	Achieved

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