



Inspection Report on

The Oaks Residential Home

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

Date Inspection Completed

15/08/2024

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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	10 April 2024
Does this service promote Welsh language and culture?	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

This was a focused inspection considering the standards of care and support in the service. People told us they are happy and well cared for in the service. People speak positively about their activities and meals and told us they get on well with one another and their care staff. We observed warm and friendly interactions between care staff and people living in the home. However, we found not all people receive care and support in line with their personal plans. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Care staff told us they are well supported, but noted there has been an increase in agency use in the home over the weekends. The manager has acknowledged the additional need for management presence at weekends to support less familiar staff and had taken action to address this prior to the inspection visit.

People's bedrooms are personalised and there is a schedule in place for the cleaning of the home. We found some instances where bedding was not clean, and cupboards were not locked which had the potential to place people at risk of harm.

Well-being

People told us they are happy in the service and spoke positively about the care staff, and their relationships with other residents. When talking about their care staff, one person told us *"I have great fun with them."* We observed people sat together to eat their evening meal. A choice was given for a small meal; people told us they had enjoyed a filling and healthy lunch. We reviewed records in the service which confirmed this. Many people told us they are satisfied with the meals in the service. We spoke to one person who told us the service has ensured their preferences are followed, and they are provided with vegetarian alternatives on days where meat is served. We observed people being offered a variety of options for the evening meal and supper. People's preferences are checked by the care staff and kitchen staff, and alternatives provided when requested. Care staff interact professionally, and with kindness at these times. We observed staff asking about people's meals, whether they had enjoyed, and taking time to chat to people.

The service has policies and procedures in place to support people's physical, mental, and emotional well-being. We found records for monitoring and recording people's medication, personal care, food and fluid, and weights. The service uses information from this recording to assess people's support needs and whether people need increase support and supervision. We found not all care records accurately reflect the care and support provided, or whether care and support is provided as outlined in people's personal plans. We found people do not always receive personal care in line with the frequency set out in their plans, and gaps in medication records which has the potential to impact people's health and well-being.

Care and Support

People appear content in the service. We observed people watching and discussing the evening news and chatting together over their meals. We spoke to people who told us they are happy and feel well cared for. Care staff are friendly and professional. One person told us *"I find them wonderful."* Care staff attend to people frequently, and interactions are positive and meaningful. We saw people being offered frequent choices for food and drink, as well as whether to listen to music, or what to put on the television. We spoke to a person's relative who told us *"X is very happy."* The relative finds the communication with the management team positive and is assured they can raise any concerns if needed.

People appear to be well dressed and clean. However, people cannot be assured care and support is consistently delivered in-line with their individual needs and personal plan. We reviewed personal care recording for all people in the home and found not all people receive baths or showers in line with the frequency set out in their personal plans. This has the potential to place people's dignity, safety, and health at risk.

The service has a policy and procedures for the safe handling of medication within the home. Care staff administer people's medication in line with the prescribers' instructions. However, we found gaps in the recording in the majority of people's medication administration records which has the potential to place people at risk of medication errors. The management team complete medication audits within the service and have highlighted gaps in recording as an area to address and have a plan in place to address this over the long term. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

We considered the impact of the environment on the standards of care and support. There is an ongoing schedule for cleaning. Although infection control policies and procedures are robust, we observed some soiled/stained bedding at the time of our inspection. This puts people health and well-being at risk.

Environment

This was a focused inspection and we did not consider this theme in full. However, we considered the impact of the environment on people's well-being and standards of care and support. There is a cleaning schedule in place for the service and bedrooms and communal spaces are cleaned daily. During our visit we noted not all bedding was clean and this had not been identified by the service. We observed some risks to people's health and safety as a result of unlocked cupboards and access to tools and equipment in the service. The provider assured us action would be taken to resolve this risk.

Leadership and Management

This was a focused inspection and we did not consider this theme in full. The manager is in the process of updating and improving systems and processes within the service, with support of the responsible individual (RI). The manager noted an increase in the use of agency staff in the home whilst the service provider has been recruiting. The service uses the same agency staff to improve consistency and continuity of care to people. We observed agency staff working with people during the inspection. Interactions are professional, friendly, and kind. We observed permanent and agency care staff attending to people's needs frequently and effectively.

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.

Area(s) for Improvement

Regulation	Summary	Status
21	People cannot always be assured personal care is delivered in line with their personal plans. There are	New

	gaps in recording of medication which have the potential to lead to errors in administrations. We found the environment does not always enable care and support to be provided in a way which protects, promotes and maintains the safety and well-being of individuals.	
15	Personal plans do not all contain sufficient detail to inform care staff how best to support people in the identified areas.	Reviewed

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