



# Inspection Report on

**The Oaks Residential Home**

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

## **Date Inspection Completed**

10/04/2024

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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	15 June 2023
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

People and their relatives are happy with the care and support they receive and the environment they live in. Care staff are confident in their roles and enjoy working at the home, they feel very well supported by the management team. A good range of activities are offered on both a group, and one to one basis.

People's care needs and preferences are recorded in their personal plans, but not all plans contain sufficient detail which is an area to be improved.

The home benefits from an experienced manager, who is talked about positively by staff, residents, and visitors. The Responsible Individual (RI) visits the home regularly and demonstrates having an effective oversight of the running of the home.

## Well-being

People have control over their day-to-day lives, as much as possible. People and their families are provided with information on what they can expect from the home, and how they will be involved in decisions that may affect them. Care staff build meaningful relationships with people by spending purposeful one-to-one time with them and seeking their views on an ongoing basis. People are supported to maintain relationships with their friends and families. Visitors are made to feel welcome and talk positively about the friendly atmosphere at the home. One visiting family member told us *“We are very happy, X is really well cared for, it is top notch here. She is always happy, clean, tidy, and had her hair done. There are always enough staff around and they have time for a chat.”*

A range of stimulating activities help support people’s emotional wellbeing. We saw an external ‘memory man’ leading a session with several residents which they were engaged in and enjoyed. The activities coordinator arranges a wide range of group and one to one activities. We saw people making cakes, and later in the day eating them. The rapport between care staff and people is respectfully familiar, and we observed pleasant fun interactions. Care staff are attentive and consider people’s preferences. The mealtime experience is a relaxed and sociable time of the day, which people enjoy.

People are protected from harm as care staff know what to look out for and how to report any concerns if required. The provider has a Safeguarding policy which is aligned to current best practice. The manager ensures the policy is understood and followed by all staff. Well established protocols protect people from having their freedom restricted unnecessarily. The manager reports any restrictions that are required to keep people safe to the Local Authority, using the appropriate process.

## Care and Support

The manager considers a range of information about new residents before they come to live at the home. This ensures the service can meet people's needs and preferences. Care staff know the people living at the home well and treat them with compassion, dignity, and respect. We observed call bells being responded to promptly and sympathetically. People told us staff were always quick to help with anything they needed. Good consultation arrangements ensure people are able to express their views. People have choices about the activities they engage in, menu options, and with their daily routines.

Personal plans contain important information on the social history of people, which allows care staff to get to know them as individuals and provide discussion points of reference. People's care preferences and needs are recorded in their personal plans, but they do not all contain sufficient detail. We saw plans where people's skin integrity had been identified as an area of need but the plans lacked detail on how best to support the person to achieve positive outcomes. Some plans record that people liked to have a bath or shower but are not specific on whether they usually prefer a bath or shower. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Care records are completed to evidence people are being supported as described in their personal plans. Not all record entries are comprehensive, with some brief descriptions and gaps in recording charts. The manager assured us she would address this with care staff. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

Systems are in place for the safe management of medication. Care staff support people with their medication, which helps to maintain their health. Most medication records are completed accurately. Some processes are under review to ensure there is more consistent recording in all areas. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

## Environment

The environment supports people to maintain their wellbeing and achieve their desired outcomes. The layout of the home, together with the provision of aids and adaptations, helps promote independence. The home is warm, light, and well maintained. Communal areas are arranged to promote people socialising in small groups of their choice. People's bedrooms are personalised to their own taste, people have family pictures, posters, and ornaments in their rooms. The home is well equipped and spacious. Furniture and fittings are all in good condition. Potential environmental risks are assessed, and measures put in place to minimise all identified risks. Regular audits are carried out on the environment to ensure safe standards are maintained.

The front door is kept locked and our identity was checked on entry. This evidences care staff follow procedures to ensure safety is maintained. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a rating of four from the food standards agency which means that food hygiene standards are good.

## Leadership and Management

People benefit from effective leadership and management at the home. The manager knows the people living at the home well and is supportive of care staff. The RI visits the home frequently and has a good oversight of the service provided. Robust governance arrangements are in place. Quality of Care reports are detailed, reflective and informative. These reports are completed twice yearly and provide analysis of key events that have occurred, celebrating positive achievements, and clearly planning for agreed improvements to be made. The service is provided as described in the Statement of Purpose.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people and are not rushed. Staff respond to requests from people in a timely manner and interactions are friendly, encouraging, and respectful. People are supported by staff who are knowledgeable, competent, and fit to care for people living in the service. Staff told us they enjoy their jobs, feel valued and well supported by the management team. We saw staff following the principles of person-centred care by placing people at the forefront of their care.

Care staff are safely recruited. The staff files are well organised, and contain the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator. Some improvements are being introduced to the processes regarding personnel records. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care staff receive one to one supervision which provide staff with the opportunity to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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15	Personal plans do not all contain sufficient detail to inform care staff how best to support people in the identified areas.	New
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