



# Inspection Report on

**Oaklands**

**Barry**

## **Date Inspection Completed**

02/05/2024

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## About Oaklands

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	21 March 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People appear well cared for and happy living at Oaklands. Care staff understand the needs of the people they care for and interact with them positively. Personal plans of care clearly set out people's needs and how they should be met. They are supported with risk assessments and further information to guide care staff. Documents are reviewed regularly. People have choice in regard to food and drinks and are supported to live a healthy lifestyle. Medication processes are safe and robust and people have access to external health professionals when required. Care staff levels are good and ensure people do not wait for their care. The Responsible Individual (RI) has oversight of the service and quality assurance monitoring takes place. There are policies and procedures in place which are reviewed and updated when required. Care staff are happy working at the service and feel well supported and valued. Recruitment processes are safe and appropriate checks are completed. People live in a suitable environment that is safe and meets their needs. People have their own single bedrooms which offer personal space and privacy when required.

## Well-being

People are treated with dignity and respect. Care staff have a good understanding of people's needs and provide care without delay. Care staff have built good relationships with the people they care for and engage with them with warmth and compassion. Care documentation clearly outlines people's needs and how they are best met. Medication is administered safely and referrals are made to health and social care professionals when required. The RI engages with people during monitoring visits and people and their family have an opportunity to provide their views of the service they receive. There are policies and procedures in place for the operating of the service which are reviewed and updated when required. There is a robust complaints policy in place if people are not happy with their care. People live in a pleasant environment that is warm, clean and meets their needs.

People are supported to have choice and control. Care planning is person centred and personal plans include people's personal preferences, likes and dislikes. People have their own daily routines and personal activity plans that include activities of their choice. People are supported to maintain friendships and to socialise with others. People have a choice of meals, snacks and drinks available to them and are supported to maintain healthy balanced diets. People have their own bedrooms which are decorated to their taste and contain their personal belongings. Care staff respect people's personal space. Care staff attend relevant training and feel well supported and happy working at Oaklands.

People are protected from harm and abuse. Oaklands has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. The environment is hazard free and fire safety is taken seriously. Safety checks of equipment take place when required and visitors to the service are monitored. Care staff recruitment is safe and robust. Pre-employment checks are completed and Disclosure and Barring Service (DBS) certificates are renewed regularly. Care Inspectorate Wales are notified of reportable incidents and Deprivation of Liberty Safeguards (DoLS) applications are made when required.

## Care and Support

People do the things that matter to them. People have their own personal daily routines and spend their time doing activities of their choice within the home and the community. Visitors to the service are welcome and people are supported to maintain relationships with family and friends. Personal plans of care contain people's likes, dislikes and preferences as to how care is provided. A pre-admission assessment takes place prior to people moving to the service to ensure their needs can be met correctly. Where possible people and/or their family are included in care planning and reviews of their care to ensure their voice is heard. People have access to meals, snacks and drinks of their choice at times that suit them. Care staff have a good understanding of people's preferences and complete the household shopping in line with these preferences to ensure choices are always meaningful. People are supported to eat healthy balanced meals that includes five fruit and vegetables a day to ensure their general health and well-being.

People receive the right care at the right time. Care staff levels at the service ensure that people do not wait for the care they need. Care staff continuity at the service is good and has enabled care staff to build good knowledge of the needs of the people they care for. Care staff interact with people positively and provide support with patience and kindness. Personal plans of care are thorough, robust and contain detailed information about people's needs, goals and how these should be met. There are risk assessments in place and details of care delivered is clearly documented. All documentation is reviewed and updated regularly to ensure that it remains accurate and up to date. Personal plans of care are important as they guide care staff on how to care for people correctly. Medication processes are safe and robust. Medication is stored securely in people's own rooms and administered in line with prescription. There are Medication Administration Record (MAR) charts in place that contain the required information and are signed when medication is given. Referrals are made to external health and social care professionals when required and any advice or guidance is added to care files and followed correctly. A health professional we spoke with said, "*Oaklands is an excellent service, the staff communication and paperwork is brilliant*".

## Environment

People live in a suitable environment. Oaklands is located in a residential area of Barry that benefits from local amenities and good transport links. The building is a ground floor bungalow which has been suitably adapted to meet needs of people using wheelchairs and walking aids. The home is warm, welcoming and decorated nicely but would benefit from some cosmetic redecoration in places. There is ample communal space for people to spend time together including a large lounge and kitchen diner. The main bathroom is in good working order and contains equipment for people to access bathing facilities safely. There is outdoor space with garden furniture for people to use as they wish. People have their own bedrooms which are spacious, warm and provide opportunity for privacy and quiet time. People are supported to make their rooms as homely and personal as possible.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and we were asked for identification and to sign the visitors book before we were permitted access. This indicates that visitors to the service are monitored. We did a tour of the building and found that hazards have been reduced as far as possible. Window restrictors are in place and harmful chemicals are locked away securely. Serviceable equipment such as beds and hoists are serviced regularly to ensure they remain safe for use. Safety check of the building takes place and gas and electricity safety testing takes place in line with legal requirements. We were told that any repairs are completed swiftly once reported. There is a fire risk assessment in place and fire alarms are tested regularly. Everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place which guides care staff on how to evacuate people in the event of an emergency.

## Leadership and Management

People benefit from leadership and management in place. Oaklands benefits from an RI with oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. Policies and procedures are reviewed and updated when required. Applications are made to the DoLS team when required which ensures that placements at Oaklands are lawful where people lack the mental capacity to make decisions surrounding their care and accommodation needs. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy with the service. The organisations statement of purpose is kept under review and updated when required. This document is important as it sets out what care can be provided, to who, how and when. Care Inspectorate Wales are notified of incidents as set out within the regulations.

People receive care from Care staff who are trained and well supported. Care staff attend training appropriate to the roles they undertake and feel well equipped and knowledgeable to do their jobs. Care staff tell us that they are happy working at the service and feel they are valued and have opportunity to develop further. All care staff receive a formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity to discuss any issues or needs in a setting that is recorded. We examined a selection of care staff personnel files and found that they contain all required information including identification and a full employment history. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

### 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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N/A	No non-compliance of this type was identified at this inspection	N/A
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