

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:	Five Oaks Care Ltd	
The provider was registered on:	19/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Five Oaks	
	Service Type	Care Home Service
	Type of Care	Adults and Children Without Nursing
	Approval Date	19/09/2018
	Responsible Individual(s)	Peter Cox
	Manager(s)	Michael Devereux
	Maximum number of places	6
	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	Training is identified depending on the service users needs. These include a combination of online training courses and face to face courses. Staff are expected to complete a number of online courses every month, the manager checks these have been completed at the end of every month. Face to face training is completed as and when throughout the year. The manager keeps a training matrix to make sure all staff are up to date on their training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is carried out by the manager and deputy manager. Adverts are put out on various online sites and suitable applicants are then interviewed, vetted and trained to a suitable level before going on shift. Arrangements for staff retention include creating a positive working environment, listening to and dealing with concerns efficiently and fairly, paying competitive rates and being flexible where possible.

Service Profile

Service Details

Name of Service	Five Oaks
Telephone Number	01873858691
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?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	2300
The maximum weekly fee payable during the last financial year?	6000

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Questionnaires sent out to family members Family members asked directly Seeking service users views where possible

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home is set in very large grounds. There is around 2 acres of garden area and a further acre of woodland. There is a hardcore path that meanders through the woodland providing easy access for service users. There are multiple patio areas, some of which are under cover, with seating. There is a chicken run and raised flower/vegetable beds that service users have full use of. The gardens are all well maintained, made safe and have suitable access for the service users. The service users have the use of various items in the garden including bouncy castle, hot tub and ball pit.
Provide details of any other facilities to which the residents have access	Each service user has their own bedroom, lounge and ensuite as a minimum. These have been personalized to the individual creating space for preferred activities.

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
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.

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.

We strive to allow the service users in our care to have as much control over their lives as possible. Some of the service users we support have limited verbal communication and so we have many processes in place to ensure that their voices are heard, which are always personalized to the individual. Staff creating strong relationships with service users is imperative to allowing them to understand how they communicate their choice and preferences. For some service users activities are chosen by making best interest decisions on their behalf using historical knowledge of what they like to do, highlighting how important staff understanding is. A culture has been created where new staff members are supported to develop an understanding and trusting relationship with the service users.

Staff and management have used their extensive understanding of the service users to come up with various measures to provide them with choice and control over their day, an example would be when staff became aware a service user would recognise activities from photos and their reaction to the photos, such as throwing it away or holding on tight, would then indicate to staff which activities they would like to do. The same service user will also get their shoes from their wardrobe when he would like to go out, staff can then use photos to establish where he would like to go. Service users will also lead staff by the hand to in house activities they would like to engage in.

One service user has always expressed how much they love Pepper Pig by always asking for it on their TV and iPad and so they recently went on holiday to Pepper Pig world which was a great success. We foster strong and close relationships with their immediate family members to discuss the service users preferences. Staff recently liaised with a service users Mum to decide on an ocean and spaceship theme when redecorating their flat. Staff are also encouraged to voice opinions and concerns. We are always working to create an open and honest culture that allows staff to come forward. Staff have supervisions regularly and are encouraged to be honest. There is a policy that makes it clear how staff can raise any concerns they may have.

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.

Service users are supported in all aspects of their health and well-being. Staff are well trained and informed on any existing health conditions allowing them to manage them as well as possible. Staff read and sign care plans every 6 months. Some of the service users can find it difficult to communicate that they are feeling unwell or in pain so staff are trained to identify when a service user may have new health issues developing allowing early intervention. Each individual in our care is registered with the local GP surgery and appointments are made regularly if there are any concerns. Annual health checks with their GP's are standard along with dental and eyesight checks too. A healthy balanced diet is encouraged for each person in our care, which is person centered due to varying dietary requirements, and their weight checked monthly as a minimum. Staff have recently voiced a concern over a service user gaining weight, actions have been taken to create and promote a new health plan as well as a new daily record created to monitor their activity to encourage staff to encourage the service user to be more active. Staff also raised concerns that a service user's footwear may no longer be suitable, action was taken, and a community nurse made a referral to a podiatrist. The health board have been complementary of staff following a service user spending a few nights in hospital while awaiting a scan. It was a difficult and out of the ordinary situation that staff handled very well.

Staff use their thorough understanding of the service users in our care to create measures to improve wellbeing. An example of this is when staff worked with a service user to create a daily schedule that they could understand resulting in the service user seeming a lot more settled and happier, improving their wellbeing.

Staff are well trained to support the health and wellbeing needs of the service users in our care. Staff undergo training such as medication, hygiene, infection control and epilepsy to support service user's health. Staff also receive MAPA training to allow them to respond in the best way to challenging behavior's, putting the service users well being at the heart of decision making.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is treated with the upmost importance. All staff are vetted before they start working in the homes through enhanced DBS checks and references obtained from previous employers, any new employees will not start work until we have received these and are satisfied. Safeguarding training is given to all staff. A Whistleblowing and safeguarding policy is in place which is reviewed twice yearly. New members of staff are spoken to by either the manager or deputy manager specifically about safeguarding and whistle blowing during their induction to make sure they are aware and able to use the policies from day one. Before applying for the role, they would read a list of our core values attributes in the job description and once they started the role they were shown the Staff Team Charter which expresses the culture we wish to create and maintain. They have also been encouraged to read 'The social services and Well-being act – the essentials'. All staff are positively monitored throughout the year and any concerns addressed immediately.</p> <p>We aim to create an open and honest culture where it is easy for staff to come forward with any concerns they may have. It can be very difficult for the service users to verbally communicate any concerns, but staff are trained to identify any potential issues. Staff have used the safeguarding policy to effectively raise concerns suggesting it is fit for purpose. This has allowed the manager to effectively investigate and ensure the ongoing safety of all service users.</p> <p>Service user's finances are securely locked away with only the manager having access to the money allowing expenditure to be accurately and safely monitored. Previously the money was kept in a lockable cupboard that seniors also had access to, but it was raised by staff that the cupboard had on occasions not been locked properly and so in order to increase security the manager has purchased a new safe which is located in his office.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each individual has their own private accommodation which comprises of a lounge, bedroom and bathroom as a minimum. Each private flat is personalized to the individual's preferences, or via best interest decisions if they are unable to express themselves to that extent. Adaptations to flats are made to meet the needs of the individual which may include hoisting equipment, grab rails, protective screens on windows, tailored furniture as required, and sensory equipment which may be visual or auditory. A projector was recently purchased which allows the communal living area to be turned into a cinema type area, this has allowed the service users to get together and watch films, something they seem to enjoy.</p> <p>There are systems in place for identifying any maintenance or adaptations needed and ensuring all required works are carried out in a reasonable timeframe. Fire safety checks are carried out every 6 months by professionals and any required works are carried out. A recent inspection from the fire service identified the need for some extra external emergency lighting which was immediately installed. We have good relationships with various trades ensuring all work is carried out quickly and to a high standard.</p> <p>We are constantly investing in the properties the service users live in and aim to make improvements year on year. An example is an outdoor undercover area that has recently been added. It was raised by staff that they felt it would benefit the service users if they had a usable area outside where it was shaded in summer and sheltered in winter, this feedback was listened to, and the area was constructed. A hot tub was also purchased after staff agreed that a service user would get a lot of enjoyment out of it.</p> <p>One service user has had a grab rail put up in his lounge and octagonal shaped pads fitted below it to protect them against the hard wall surface when being supported with personal care. A service user also had the flooring changed in their bedroom from wood to padded carpet to reduce the risk of injury during seizures they are known to suffer from.</p> <p>General upkeep of the homes and gardens continued to be maintained to a high standard to ensure a welcoming, homely and practical environment.</p>

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) 30

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
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	1
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.	
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
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	5
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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	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.	Staff work 14.5 hour shifts, although some flexibility can be given by the manager. Staff have 1-3 days off following each shift. There should be 2-3 senior staff on shift each day.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
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	27
No. of posts vacant	1
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	27
Health & Safety	27
Equality, Diversity & Human Rights	27
Infection, prevention & control	27
Manual Handling	27
Safeguarding	27
Medicine management	27
Dementia	0
Positive Behaviour Management	27
Food Hygiene	27

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	26
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	1
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)	20
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	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.	Day staff work 14.5 hour shifts, although some flexibility can be given by the manager. Staff have 1-3 days off following each shift. Night staff work 9.5 hour shifts. There should be 5-6 support workers on shift each day.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No