

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:	The Oaklands Residential Home	
The provider was registered on:	16/04/2019	
The following lists the provider conditions:	Louise Bertorelli is a partner Jaco Van der Merwe is a partner	
The regulated services delivered by this provider were:	The Oaklands Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/04/2019
	Responsible Individual(s)	Louise Bertorelli
	Manager(s)	Jaco Van der Merwe
	Maximum number of places	18
	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	All Staff are trained in Protection of Vulnerable Adults, First Aid, Infection Control, Manual Handling & Fire. We also train all Care Staff in Administration of Medicine & Food Hygiene. All Staff undergo induction & are signed up to Social Care Wales Induction Framework. All Staff are enrolled for their NVQ & undertake ad hoc training such as falls, diabetes, continence. We keep a training matrix to monitor compliance and send Staff on refresher courses as required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are replaced when they leave to maintain high Staff/Resident ratios. Staff are interviewed in person, 2 written references & enhanced DBS are obtained. We pay Real Living Wage & rates above that to reflect seniority & experience. We pay a Christmas bonus & celebrate Staff birthdays. Staff are encouraged to speak to us if they have issues so that we can help them. Consequently we have low Staff turn over and low absence rates. All Staff are on contracted hours and we rarely use agency staff

Service Profile

Service Details

Name of Service	The Oaklands Residential Home
Telephone Number	01656665459
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English is the predominant language used in Bridgend. Some Staff speak a little Welsh. We are currently able to offer Italian, Afrikaans & Hungarian. This may change as our Staff mix changes.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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Fees Charged

The minimum weekly fee payable during the last financial year?	787
The maximum weekly fee payable during the last financial year?	850

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents are consulted about their care on a daily basis by Care Staff and Managers. We regularly speak with Residents and their families. There is a weekly Resident meeting where Residents may bring their concerns to Management, as well as ideas for what they would like to do, where they would like to go and how the home may be improved. At the end of the first 6 weeks of a Resident's stay we hold a review meeting with the Resident, family and social worker to ensure we are meeting that Resident's needs. In addition we formally seek the views of a sample of Residents, their families and Staff on a quarterly basis. Every 6 months we formally consult all Residents, families, Staff and other stake holders.

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed courtyard garden at the back of the home which is set up for use by Residents. The area is paved and has a gazebo and a fish pond. There are window boxes and planters. There are 3 benches and 2 sets of dining furniture with sunshades. The area is south facing and sunny. The gates are alarmed to alert staff to Residents who may wish to leave the garden. This area is very popular in the summer and Residents often take tea or ice-creams in the garden. There is a larger front garden mostly laid to lawn with shrub and herbaceous borders. It is north facing and is accessed via the drive to the main road. This provides lovely vista from the main sitting room.

Provide details of any other facilities to which the residents have access	The Residents have access to other facilities. These include the hairdresser who visits weekly, the Chiropractor who visits 6 weekly or as required, a Physiotherapist as required. The GPs, District Nurses, Dentist and Optician visit the home as required. There is a singer who visits the home monthly. There are visiting pastors from various denomination churches and services are held in the home. We have regular outings in a minibus to the coast for ice creams. Every month we go out for lunch with the Residents to various pubs and hotels. Families are welcome to join us for these outings. In our local environment there is a newsagent, post office and grocery store and a pharmacist. There is a bus stop outside the home for easy access to the town centre and train station. There is also a local wheelchair taxi service. Other services can be arranged on request.
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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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	The Oaklands is compliant in making sure that people feel that their voices are heard, they have choice about their care and support and opportunities are made available to them. We do this by speaking with our Residents daily. We ask them how they would like to be cared for, what they would like to wear, what they would like to do, where they would like to sit and in which activities they would like to take part. Residents have a choice of what they eat or drink at every meal. There are a variety of activities on offer from which they can choose. We speak with family members during visits, by phone or by meetings. We hold a weekly Residents meeting where Residents may bring matters to our attention. At these meetings we ask about the care and services they receive, the menu, activities, outings and any other matters Residents wish to bring to our attention. Where people do not have capacity they are automatically referred for advocacy so that choices and decisions made for them are in their best interests. We monitor that these values are being upheld with quarterly inspections and semi annual inspections which include anonymous questionnaires. Various health care and social care professionals visit the home regularly to offer choice and support to the residents and also make Residents aware of what other opportunities and services are available to Residents in the community.

<p>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.</p>	<p>The Oaklands is compliant with supporting Residents to be as happy as possible, supporting their health needs, their development and wellbeing. The Oaklands undertakes a comprehensive assessment of a person's health and wellbeing needs before admission, to ensure that we are able to meet the needs of the Resident and maintain, improve or manage their health and wellbeing as best possible. This assessment is undertaken with the Resident, their family, and, if in hospital with the relevant health and social care professionals. On admission a Resident is reviewed by a GP to ensure that the medication they are prescribed is still relevant to the health conditions they have. A Resident may be signposted to a nurse if we are worried about any pressure areas or fragile skin. The Resident will be signed up to podiatry and dentistry and other services such as physiotherapy. These services all visit the home, and have done through out covid. There are other services available at the local hospital such as the Diabetic, Parkinson's and Eye clinic. We also take into account the dietary requirements of the Resident and provide nutritious home cooked food that supports the Resident's health and wellbeing and that the Resident likes. There is always a choice of food at each meal. We ask families to provide appropriate, comfortable and seasonal clothing and supportive, well fitting shoes and slippers. This all helps to prevent falls and ensures that residents are able to participate fully in day to day activities. There is nothing worse than being uncomfortable in your own clothes. Staff will assist Residents to wash, dress and bath, to apply creams, to brush teeth and shave. Staff will assist with bathing and hair washing to support Residents to feel fresh and comfortable. A professional hairdresser visits the home weekly to cut hair, beards and eyebrows. The Oaklands allows visiting at times to suit so that people do not feel isolated from their community. We arrange trips out in the minibus for ice-creams and to the pub for lunch. There is a varied choice of activities throughout the week to support our Residents' hobbies and interests. There is a choice of 2 lounges at the home so that Residents may choose to be social or have a quieter place in which to relax. Overall our Residents' report that they are well looked after and that the Staff are kind, caring and supportive of their health and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents at the Oaklands are safe and are protected from abuse and neglect. The Oaklands is a locked building and all Residents who require a DoLS have this applied for on their admission. Residents who do not require a DoLS are free to leave the building at any time. All our Staff all have an enhanced DBS and these are renewed as required. All our Staff are interviewed by the owners and manager and 2 written references are obtained. These are followed up with telephone calls to the referees to ensure that the references are legitimate. All Staff undergo a thorough induction at Oaklands in addition to the Social Care Wales Induction Framework. All Staff are signed up to the Social Care Wales Register. All Staff are required to pass their training in Safeguarding, Infection Control, Manual Handling, First Aid, Fire, Medication and Food Hygiene. All Staff are required to complete their NVQ2 or above in Health and Social Care or the equivalent qualification at College. Staff are under the supervision of Managers and Senior Carers during the shift. There are sufficient Staff to cover the rota and holidays and to ensure that Staff are able to take their rest breaks during each shift and have sufficient holidays to rest. We rarely use Agency Staff so the Residents and permanent Staff get to know each other well. Staff undertake an annual appraisal and supervision every 3 months. We monitor our Staff closely and if we have any concerns we speak with them immediately.</p> <p>If we have any concerns with Resident's behaviours or how they present with their mental health the Resident is referred to their GP and to the Mental Health Team. Where we have concerns we use charts to monitor behaviours, eating, drinking, toileting and bathing to monitor how the effectiveness of any interventions either medical or physical. Staff use prompt sheets to ensure timely action is taken for health. There are care plans and risk assessments in place to ensure that Residents are getting the correct help and support they require. All restraints are used only following a best interest meeting to ensure the restraint is the least restrictive measure required to keep the resident safe from harm. Consequently our Residents report at weekly meetings that they feel safe at The Oaklands and are protected from abuse and neglect. This is also reflected in feedback from families, social workers, DoLS assessors, Independent Mental Capacity Advocates, GPs and Nurses.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The Oaklands is a lovely Victorian property that is light and spacious with purpose built accommodation at the rear. The home is well laid out with easy access for Residents from one area to the other. The upper floors may be accessed via a lift. Access around the ground floor and to the patio area is all on one level. Thus it is easy for Residents, Staff and visitors to move through out the building with or without support.

The home is clean, tidy and free from noxious smells. There is a cleaning rota in place and all rooms in the home are inspected daily for cleanliness. Each room is set up with bed, bedside table, reading lamp, chair, wardrobe and chest of drawers. Each room has a sink and 2 rooms have ensuite disabled shower rooms. Each bed and mattress is adapted for the resident to ensure that they have the most suitable bed for their rest. Beds are made so that continence issues are managed easily and the Resident is kept dry and comfortable to ensure a good night's sleep. Rooms may have additional equipment where identified such as a hoist or commode, although there are numerous toilets and bathrooms that residents may use independently. Staff use the same toilets and bathrooms as the Residents. Residents may be referred for mobility aids that best keep their independence. Where Residents need assistance with mobility and other tasks Staff are trained as to how best to assist via manual handling training, falls training or specialist training from the physiotherapy or Parkinson's clinic. There are 2 lounges for Residents to use. The main lounge is where activities take place each day, the smaller lounge is used for quieter relaxation. There is a dining room that is easy to access and a variety of tables at which Residents may sit. This is also used for craft activities. There are 3 adapted disabled bathrooms for Residents to bath and shower and 2 ensuite disabled shower rooms. Outside is a patio garden with a gazebo, tables, chairs and benches. There is a fish pond and plants in planters and window boxes. Shade is provided by umbrellas on sunny days. There are a variety of activities on offer so that Residents have a choice of what to do. There is space for visitors to have privacy with Residents. The care plans identify the personal outcomes required for each Resident and these are reviewed every month or as required. Thus we ensure the accommodation supports the Residents' wellbeing and achievement of their personal outcomes.

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)	19.67
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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
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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
<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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager is our fire officer and undertook training with our fire inspector during this period. The home is compliant with all fire regulations. The manager is the person responsible for legionella and undertook training during this period. The manager is responsible for HR and undertook HR training during this period.
<p>Contractual Arrangements</p>	
No. of permanent staff	22
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
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>	
<p>Filled and vacant posts</p>	

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	6
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	6
Safeguarding	9
Medicine management	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy Manager and 16 care staff undertook fire training in the past year.
<p>Contractual Arrangements</p>	
No. of permanent staff	22
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	22
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	3

No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	9
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No