



## Inspection Report on

**Oakhill**

**Oakhill  
928 Carmarthen Road Fforestfach  
Swansea  
SA5 4AB**

## **Date Inspection Completed**

26/04/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*

*You must reproduce our material accurately and not use it in a misleading context.*

## About Oakhill

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">17<sup>th</sup> February 2022</a>
Does this service provide the Welsh Language active offer?	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

Oakhill is a small care home for up to seven individuals aged 18+ with needs associated with acquired brain injury, multiple sclerosis and dementia. The service is situated in a residential part of Swansea. The property has a secure garden to the rear, also parking at the front with an accessible ramp and internal lift. People have up to date personal support and risk plans that are regularly reviewed. People are supported by a dedicated team of well trained and experienced care workers, a deputy and registered manager. All care staff are very knowledgeable about the needs of the people they support. People are supported to access routines that are important to them including access to the community on a regular basis. People live in an environment that meets their needs very well and is homely, clean and well maintained. The Responsible Individual (RI) is in regular contact with the service and there are robust oversight and quality governance arrangements in place.

## Well-being

People receive a high standard of care and support by an experienced, well trained and dedicated staff team and manager. All feedback received from people and staff is extremely positive about the positive culture in the service. People told us they are happy, relaxed and get on well with all staff. We observed care workers supporting people in a friendly way with positive and supportive interactions. Support files viewed, indicate people's needs are fully considered including their ability to participate in care planning. We found personal support plans are up to date, regularly reviewed and give a good reflection of the current needs of people. People are involved in and consulted about their care and support needs on a regular basis. Risk assessments are detailed and thorough to ensure people are supported safely. There are thorough and detailed staff recordings and daily records.

People's physical, mental health and emotional well-being is promoted and maintained. People are supported to access the community and have a varied activities programme available to them in the service. There are good procedures in place for the recording, storing, and auditing of medication in the service. People are supported by care workers who know them well and seek medical assistance quickly to support them appropriately when required.

People live in a home that is safe, secure and homely. There is a sign-in process to enter and leave the premises. The service is maintained well and there have been recent updates such as a new en-suite shower room and additional storage space created. The service is homely, clean and comfortable and bedrooms are personalised where appropriate to give people a sense of belonging. Health and safety building checks are completed and documented routinely. There is good compliance in relation to building safety certificates. The environment meets the needs of the people living there extremely well.

People are protected from harm and neglect. All care workers have received updated safeguarding training and those spoken with are aware of their responsibilities and the procedures to report any concerns. There are robust and thorough staff recruitment checks in place. Policies and procedures to guide care workers are available which have been reviewed and updated where appropriate. Deprivation of Liberty Safeguards (DoLS) are requested for people who do not have the capacity to make decisions about their accommodation, care and support. The provider has robust quality checks in place and the service is visited regularly by the RI.

## Care and Support

People are provided with a very high standard of care and support. They are included in decision making and their personal wishes and aspirations are valued and supported. People receive appropriate support to access meaningful and beneficial internal and external activities of their choice. We saw people being supported to go for lunch and participate in cooking during the inspection. We saw good levels of staffing that align with personal plans and commissioned support. We spoke to people during the inspection and gained overwhelmingly positive feedback about the service. We saw people are happy, settled and fully included. A person told us; *“they are really good here and staff are really helpful. I get on well with all of the staff. They understand my needs well”*. Another person stated; *“staff are nice, they sit by me and make sure I am safe. I feel much better now since I have moved here. I am doing more things like going shopping, helping prepare vegetables, cleaning my room...I like all of the staff and have no complaints”*.

The provider has current and up to date plans for how care is provided in order to meet support needs. Personal support plans demonstrate what matters to the person and how best to support them to achieve their identified goals. Detailed risk assessments are in place to correspond with support plans. People’s ability to be involved in care planning is considered and the appropriate legal measures are in place to safeguard them. Recording of support given is detailed and evidences that’s peoples identified needs are monitored and reviewed when necessary.

There are safe systems in place for the management of medication and people’s health is promoted by good practice. We saw medication is stored securely in a locked cupboard. Records of daily temperature checks were seen to ensure safe storage of medication. Medication Administration Records (MAR) are completed appropriately with signatures of care workers present. There are good processes in place for the ordering and auditing of medication in the service which minimises the risk of error. Staff assisting people with medication are trained and deemed competent to do so. Many care workers in the service have been in post a number of years and know people very well. This enables them to identify any health deterioration quickly and to seek support when needed. We saw medical appointments are clearly documented in care files with any subsequent action required noted. The provider has expertise in working with people who have an acquired brain injury and are accredited with Headway (national charity for people with brain injury).

The provider has relevant safeguarding policies and procedures in place. Staff understand the importance of reporting safeguarding and whistle blowing concerns. We spoke to a range of staff during our inspection. All had received safeguarding and whistleblowing training and have a good knowledge of their responsibilities and duties.

## Environment

The provider ensures that people’s care and support is provided in a location and environment with facilities that promote people’s well-being and safety. The provider

continues to invest in the service and an ensuite shower room has been completely refurbished and updated since the last inspection. There are further updates planned for other ensuite bathrooms in the service. An additional storage area has been created in a converted attic space. We saw good stocks of personal protective equipment (PPE) stored there. A gardener is now employed to maintain the grounds and the benefits of this were clearly seen on the inspection visit. We viewed all communal areas which were all clean, well maintained, homely and comfortable. The environment is well suited to the needs of the individuals living there with wide, well-lit corridors, a lift to the upper floor and ramped access to the front. We saw people had their own personalised items in their bedrooms and rooms viewed have clean and well-maintained en-suites. There is a separate locked laundry room and we saw soiled items are separated from clean to ensure good infection control. There is a secure office area where files are stored appropriately. To the rear of the property is a large garden area and to the front a large car park. People benefit from the location of the service being near to local amenities such as shops, café's, public transport etc.

We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Monthly external contractor water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place for individuals. Substances which come under the Control of Substances Harmful to Health (COSHH) regulations are stored safely and securely in a locked cupboard. The service is awaiting a food hygiene rating and future inspection by the Food Standards Agency. We saw fridge temperatures are taken regularly and documented appropriately. Also there are facilities such as coloured chopping boards and mops/buckets to promote good food hygiene procedures.

## **Leadership and Management**

People are supported by staff who are recruited safely, knowledgeable, well trained and supported to complete their roles. Many of the care workers have worked in the service for years and are familiar with the needs of the people being supported. We looked at two staff personnel files and saw appropriate pre-employment and recruitment checks are in place.

References and up to date Disclosure and Barring Service (DBS) checks are on file. The training matrix was seen and we found almost all mandatory training requirements of the provider are up to date. This includes infection control, safeguarding, health and safety and fire awareness. Additional specialist training is also provided which includes; acquired brain injury, alcohol use, personality disorder, learning disability and behavioural support. All staff are registered with Social Care Wales (the social care staff regulator for Wales). We saw staff receive routine formal supervision and an annual appraisal, including the manager. Care workers spoken with are complimentary of the training and support they receive. Comments included; *"I'm very supported...if any queries or issues there is always someone here. People are really supportive and helpful"*. Another care worker stated; *"really good – good communication with managers and colleagues, they are all amazing and really supportive. Much better here than my last job"*.

The provider has robust and thorough arrangements in place for the effective governance and oversight of the service through ongoing quality assurance processes. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicates what the service is doing well and includes further improvements for the future. Since the last inspection a new RI has been appointed. We saw the RI is in regular contact with the service. We saw policies and procedures have been reviewed and where necessary updated. The service's Statement of Purpose (SoP) has been reviewed and accurately reflects the service provided. There is a detailed and clear guide to the service for people and relatives. All policies and procedures are available in the Welsh language. Care workers told us staffing levels are good and the manager stated there is nearly a full permanent care team in place. Recruitment is on-going for two new care workers and cover is provided by internal bank workers. The appropriate agencies including Care Inspectorate Wales (CIW) are notified where necessary of any significant issues affecting people or the service. The manager told us the service is really settled and there are no current concerns or complaints.

### 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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
36	The registered service manager has not received formal supervision or appraisal for a number of years.	Achieved

**Date Published** 07/06/2023