



# Inspection Report on

**Oaklands Care Home**

**OAKLANDS  
FORGE ROAD  
CRICKHOWELL  
NP8 1LU**

## **Date Inspection Completed**

18 August 2021

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## About Oaklands Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Europa Care Ltd
Registered places	22
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">19 June 2019</a>
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh Language needs of people who use, or intend to use the service.

### Summary

People are happy with the support they get from kind, friendly care staff who feel supported in their role. People can join in activities, enjoy the garden and maintain hobbies. They have the opportunity to give their views on the day to day running of the service and feel confident any issues raised will be addressed. Improvements are needed to documentation to make sure care staff have up to date information to support individuals and people are involved in planning and reviewing their support.

We identified areas where the service is not meeting the regulations. This includes recruitment, training and the environment. The manager and responsible individual (RI) demonstrate a commitment to making improvements to improve the service for people living in Oaklands and to meet the requirements of the regulations. An improved management structure is in place and training planned to strengthen the management of the home.



## Well-being

People have choice and control over their day to day life. They are able to choose how they spend their day in the privacy of their bedroom or in the communal areas of the home. Care staff know people well, respect their choices and consider their individual circumstances. People have access to information about the service and know what to do if they are not happy and want to raise a concern. They are confident they will be listened to if they raise any issues. They have opportunities to contribute their ideas to improve the service for themselves and others. However, opportunities to be involved in decisions that may affect them, including planning and reviewing how they want their care and support needs met, need to improve.

People are supported to maintain their physical and emotional well-being. They are supported by care staff who are kind and attentive and help people to do things important to them and makes them happy. People speak highly of the care staff and look happy and relaxed in their company. Care staff make sure family/friends visits take place within current government guidelines which people say they enjoy. People comment positively on the activities available to them and enjoy going out in the community supported by care staff or family. They have access to health professionals when they need it and care staff are visible to make sure people get the support when they need it.

Care staff know what to look for and how to raise concerns if they suspect someone's well-being is compromised. There are policies in place to guide them. However, training, recruitment, care planning processes and some health and safety issues need improvement to make sure people stay as safe as possible.

People have choice of areas to spend their time in the home and bedrooms are personalised with things important to them. Some improvements have been completed and some are planned. Improvements are needed to infection control processes, including general domestic duties to make sure people remain as safe as they can be and live in a clean, safe and comfortable environment.

## Care and Support

The manager told us she considers a wide range of information about new residents before they come into the home. This is not recorded to show how a decision is reached showing they can meet people's care and support needs. On admission, assessments are completed. They do not contain sufficient detail about the needs of people and are not updated in a timely way when people's needs change. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are no personal plans in place to show how people's care and support needs are met. The manager told us the assessment document is used as the personal plan. Risk assessments are in place but do not show how the identified risk will be managed. There is no evidence to show people and / their representatives are involved in reviewing care and support needs. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People are able to express their views. Records show resident meetings are held regularly. People tell us care staff and management are approachable and they feel confident any concerns they may have will be addressed. Comments include "*the home is very well managed*" and "*we cannot imagine having any problems*". A relative told us people are happy and engaged when they visit, they have no concerns about the service. People have choices about food and drinks, activities and where possible daily routines. People speak positively about the quality of food and support they get to maintain their hobbies. There have been recent care staff shortages in the home. This did not impact on the care and support people get but effects the cleanliness of the environment.

Care staff are aware of their responsibility to keep people safe. They know people they support well and know the process to follow if they have concerns about a person's well being. Policies and procedures guide care staff but improvements are needed in areas including training and recruitment to help keep people as safe as possible. Medication management has improved since the last inspection. People have access to health professionals when they need it and professionals we spoke with say care staff follow their instructions well.

Infection prevention and control measures are in place but need improvement. Care staff have training and policies and procedures are accessible. However, at the inspection in June 2019, we notified the provider improvements were needed to hygiene and infection control. At this inspection we noted some improvements but identified further areas for concern. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.



## Environment

People's rooms are personalised with items important to them. People sit in different areas of the home depending on their preference. A family member said the layout of the environment promotes discussion amongst people. We saw some people chatting together and people spending quiet time on their own. The garden provides a nice area for people to sit or meet with family. People told us they enjoy spending time outside. On the day of our visit, the environment was not clean and tidy. Care staff are covering domestic duties as well as care duties which means areas of the home are not cleaned to a good standard. The manager told us more domestic staff are being recruited. We saw some improvements have been made to the environment including some new flooring, doors and refurbishment of some bedrooms. Further improvements needed are detailed in the priority action notices relating to health and safety and infection prevention and control.

At the inspection in June 2019, we notified the provider that improvements were needed to health and safety measures in the home including the call bell system. Some works to the environment have been completed and some are ongoing. This includes works following a fire risk assessment and visits from the Health and Safety and Infection Prevention and Control officers. Works to the call bell system have not been completed leaving two rooms where care staff cannot hear if people are ringing for assistance. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

## **Leadership and Management**

Information about what people can expect from the service is available to people. The statement of purpose (SOP) and guide to the service provides people with information to help them decide if they want to use the service and what they can expect.

The RI makes visits to the home but not as often as required due they say to the Covid 19 pandemic. People and care staff tell us the RI takes time to speak with them when they visit and is very approachable. They say the RI is contactable anytime when not in the home. Reports on the visits and virtual visits undertaken show what actions have been put in place to improve the service for people. The frequency of the reports are not in line with the required timescales but the RI plans to resume regular visits.

The RI confirms quality of care reports are not completed every six months in line with the requirements of the regulations. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

People and care staff have the opportunity to give their views on the service. Records show resident and staff meetings are held regularly. The manager's door is always open, care staff, people and their representatives say management are approachable and supportive. Care staff speak positively of the good team spirit within the home. The manager was open about recent staff shortages but is actively recruiting. We saw care staff visible in the communal areas of the home and providing timely support to people who need it during a meal time.

At the inspection in June 2019, we informed the provider that improvements were needed to recruitment practices. At this inspection, we found processes in place did not meet the requirements of the regulations to keep people as safe as possible. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Care staff tell us they feel confident in their role and have training to meet people's needs. Records show and the manager confirms that annual appraisals for care staff and one to one supervision meetings are not currently held within the required timescales but this is being addressed. Inductions for care staff do not follow the Social Care Wales induction framework as stated in the SOP. The manager told us training for care staff is not up to date. Records show key training including dementia and safeguarding has not been completed by all staff. This was raised at the inspection in June 2019. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.



**Areas for improvement and action at, or since, the previous inspection. Achieved**

The arrangements in place to ensure that medicines are stored and administered safely needs to be more robust .

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

The service provider has not ensured that full and satisfactory information has been obtained for each staff member in respect of each of the matters specified in Part 1 of Schedule 1 and this information or documentation is available at the service for inspection.

Regulation 35

Risk to the health and safety of individuals have not been identified and reduced so far as is reasonably possible.

Regulation 57

Where providers fail to improve we will escalate the matter by issuing a priority action notice. Where providers fail to take priority action we may escalate the matter to an Improvement and Enforcement Panel.

**Areas where priority action is required**

There are no clear personal plans in place to show how people's needs will be met.

Regulation 15(1)

People are not involved in planning and reviewing their care and support needs.

Regulation 16(1)

Regulation 16(4)

Infection prevention and control measures need improvement to keep people as safe as possible.

Regulation 56(1)(a)

Recruitment practices do not meet the requirements of the regulations to make sure people are as safe as they can be.

Regulation 35

Health and Safety procedures in the home need improvement to keep people as safe as possible.

Regulation 57

Care staff are not provided with necessary and specialist training to meet people's needs.

Regulation 36(2)

Regulation 36(2)(a)

Regulation 36(2)(c)

Regulation 36(2)(d)

There is no report in place to show the quality of care and support has been reviewed.

Regulation 80(4)

We found poor outcomes for people, and / or risk to people’s wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

**Areas where improvement is required**

Assessments do not contain sufficient information and are not updated when there is a change in people's needs.

- Regulation 18(1)
- Regulation 18(1)(a)
- Regulation 18(5)
- Regulation 18(6)

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

**Date Published** 23/09/2021