



Inspection Report on

Oaklands Care Home

**Oaklands
Forge Road
Crickhowell
NP8 1LU**

Date Inspection Completed

14/10/2022

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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	14th March 2022
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

People tell us they are happy and content at Oaklands. There are opportunities for people to socialise and take part in activities and people benefit from the home having an active presence in the local community. Care staff are experienced and know people well, delivering respectful and person-centred care. Staff work together and are supported by an effective management team.

The introduction of a new electronic system has aided the manager to centralise audits and checks and the purchase of laptops and handheld devices means that staff can access and update records effectively.

Improvements have been made to care documentation and the completion of training which means that care staff have access to accurate, detailed information and people receive care in a way they choose, by staff who are appropriately trained to meet their needs.

Well-being

People can choose how to spend their time at Oaklands and are supported to make decisions about their day-to-day life. Records show that people are asked about what is important to them and how their independence will be promoted. People have made friendships within the home, and this is supported through the facilitation of activities and spaces for people to socialise. Activities are tailored to people's interests and life history which is discussed as part of the admissions process. People's talents and passions are celebrated, and their achievements are shared in the home.

People have access to a local GP practice and district nurse team; the service works with social workers and mental health teams to ensure that people's health and well-being needs are met. People are supported to attend specialist appointments and can access chiropody, optician, and dentistry services in the home or at a clinical setting.

People's rights are upheld with appropriate referrals made where restrictions are needed and the home follows local safeguarding procedures engaging with the relevant bodies to ensure that people are safe.

Families and friends of people visit the service when they choose and visits take place in communal areas, people's rooms or out in the community, one person told us *"In the summer they have parasols in the garden and we can sit out, I have visits with family outside too."* A family member told us that the home is *"well regarded in the community"* and this is shown by involvement with the local school, church parish and café who support with visits and community events. One staff member told us *"Its very community based, part of a hub."*

Communal areas have people's artwork on display, there are soft toys and dolls which staff told us people find comfort in. We saw people reading, watching the TV, and doing puzzles. People have specific places they like to sit with friends and there are blankets and cushions to indicate a person's personal space. Sensory items are available to people such as fiddle cushions and beaded puzzles which provide visual, tactile and sensory stimulation. Rooms are personalised with photos and personal effects.

Medications are managed safely with policies in place and procedures to follow. Staff have appropriate training and medicines are stored in line with guidance. We observed medication administered correctly with people consulted in the process. People have medications reviewed with the local GP and mental health services and the service seek advice with concerns around side effects and medication changes.

Care and Support

At this inspection we saw that assessments and subsequent personal plans are detailed and person centred. There is evidence that families and professionals are involved where appropriate and they are reviewed within the required timescales. Plans are updated where a care need has changed and risk assessments ensure measures are in place to keep people safe whilst respecting their personal wishes. The provider must ensure that key documents such as initial assessments and Local Authority assessments are uploaded to the new system to provide a clear timeline from preadmission and for the duration of a person's stay.

Incidents are logged appropriately and reflected on. Records viewed on the day show that risks identified following an incident are updated in personal plans with assessments in place to identify areas of support. These ensure the person is kept as safe as they can be whilst supporting them to maintain their independence and personal outcomes.

Monthly resident meetings take place as part of a group or individually and people contribute suggestions for activities, outings and menu choices. The service manager delegates actions to team members so that where possible, requests are met. People told us that they can speak to the manager or deputy. There is an activity person in the service on a weekly basis, visitors from the church and 'keep fit' once a fortnight. One person told us *"There is always something happening here, no two days are the same."* Events such as fashion shows and fetes take place to raise money for the home and local charities, with families invited to attend.

Care staff are kind and supportive, engaging in meaningful exchanges with people and responding to requests for help positively and patiently. Staff support people to go into the local community for walks or to the shop and meet requests for newspapers and magazines. A visiting family member told us *"Care staff here are lovely, very loving, communication is great, mum is very well cared for I have no concerns at all."*

There is a relaxed approach to mealtimes which means people can come for breakfast at a time they choose, and staff ensure that people have food and drinks if they wish to eat outside of set mealtimes. People enjoy a sociable and well organised lunch service in a spacious room where they can choose to eat with companions or dine alone in additional seating or in their room. Dietary requirements and personal tastes are catered for, and people tell us they enjoy the food.

Environment

The environment at Oaklands is homely and furnished appropriately to suit people's physical needs. People can access all areas of the home safely and there is a lift which is regularly serviced for access to the first floor.

The manager completes Health and Safety and Infection Prevention and Control audits. Actions from these audits are recorded on the Care Docs system. Regular fire evacuations take place with an in-depth reflection afterwards identifying good practice and what needs to be changed. External contractors visit the service to carry out necessary checks of fire equipment, electrical items and other equipment. Actions from the most recent Fire Risk Assessment have been addressed by the provider ensuring a safe environment for people who reside and staff working at Oaklands, however the reviewing of the assessment needs to be in line with the auditor's recommendation.

The provider has invested in new carpets and flooring in some areas of the home. Improvements are needed to the ground floor bathroom and shower room; the provider has assured us that works are pending to renovate these areas and install equipment to support people's independence. The provider is installing a new call bell system across the home with improved WIFI access, this work is ongoing.

People have access to a large garden which has both grassed and patio areas and under cover seating where people meet with family and friends. The garden has been decorated with sensory ornaments made by residents and people tell us that they enjoy using the garden to relax and do light gardening chores.

People's bedrooms are undergoing a plan of redecoration but are light and pleasant spaces. People can sit in their rooms if they choose to and have TV and internet access. People are encouraged to decorate their rooms with items from home such as lamps, ornaments, and photos. There are lockable facilities in rooms and people have a door key of they wish to.

Leadership and Management

At the last inspection a Priority Action Notice remained unmet due to staff not receiving annual appraisals or completing the required training to ensure they had the necessary skills and knowledge to keep people safe. The provider has invested in a new training programme which links in with the Social Care Wales learning framework and staff are completing training. Where some staff are yet to complete courses, it was evidenced that this is booked, and assurances were given that the manager is being supported by HR to ensure staff are completing the required training.

Staff have the required checks in place to ensure safety of residents and the provider has supported staff to register with Social Care Wales completing inductions in line with the guidance. Staff either have or are working towards professional qualifications which support their registration and ensure people are supported by knowledgeable staff.

Staff receive regular supervisions and have had an annual appraisal. Regular staff meetings are held, and information is shared where staff have been unable to attend. Staff tell us that they feel supported and happy in their role. One member of the care team told us *"We have regular supervisions and get on so well, it's a nice management team and as a whole people are happy,"* another said *"I feel well supported, if there are any problems there is always someone to ask."*

The responsible individual contacts the home on a regular basis and reports produced evidence a thorough oversight of the service, including reviewing safeguarding, residents' wellbeing, staffing and environment. Staff tell us that they have either met or spoken with the RI, one staff member told us *"The RI has done a lot here and you only have to ask if something is needed."* Staff told us that they feel valued by the RI and management team.

The service operates in line with the Statement of Purpose, however the RI must ensure that this and Service User Guide are reviewed annually and include the information stated within the regulation. Policies are in place to inform people and guide practice, these must be reviewed annually and reflect the current terminology and guidance within Welsh legislation.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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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Date Published 25/11/2022