



# Inspection Report on

**Five Oaks**

**Five Oaks  
Abergavenny  
NP7 9LD**

## **Date Inspection Completed**

16 June 2021

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## About Five Oaks

Type of care provided	Care Home Service Adults and Children Without Nursing
Registered Provider	Five Oaks Care Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	09/11/2018
Does this service provide the Welsh Language active offer?	No

### Summary

People receive support to do the things they like and to remain as healthy as possible. Care staff know people well and are respectful and caring. The environment enables people to pursue their own interests and to have privacy or contact with others if they want. Care workers support people to keep occupied in the home and in the community. Activities outside the home and visits from relatives were restricted due to the coronavirus pandemic and official guidance, which the service provider adhered to. At the time, alternative activities within the home took place. People's usual routines have now resumed. There are systems in place to enable the manager and care staff to plan and deliver the care and support safely. In addition, the service provider has systems to oversee the service and to make improvements.

## Well-being

People who live at the home have choices to do the things they like. Care staff cater for people's preferences and because they know them well can anticipate their needs. People engage in a range of activities within the home and in the local area. During the inspection visit, we observed five people, each doing something different. This included going out, playing games by a pool in the garden and completing a puzzle. Each person can choose what to do because there are enough care workers on duty to support them, they have their own space in the home and the garden, there is specialist equipment for them to use and they have access to transport. We observed care staff catering for people's preferences because they appear to know people well and therefore they can anticipate their needs. The Coronavirus pandemic affected life at the home and people could not always go out or have visitors. Care staff took actions to minimise the impact of the restrictions, and usual routines are now resuming. A relative commented the service offers a range of opportunities and activities. Another said care staff are always looking at new ways to keep a person entertained.

People are supported to remain as healthy as possible. Care staff support people to maintain good physical health. This includes supporting people with their medication and ensuring people eat and drink well. Care workers watch out for changes in people's health and alert relevant external professionals when needed. Referrals and appointments with health professionals are arranged when necessary. People have good relationships with care staff and are occupied, which promotes their emotional well-being. Throughout the pandemic, the service provider worked with external agencies to ensure they followed the correct guidelines, had sufficient personal protective equipment (PPE) and that people got tested and vaccinated.

Measures are in place to protect people from abuse and neglect, as staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place to keep people as safe and as independent as possible. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. The home provides people with suitable accommodation. Each person has a bedroom, bathroom and living room for their own use. These areas reflect individuals' needs and interests.

## Care and Support

People receive the support they require when they need it. We observed carers supporting individuals inside the home and in the garden. We noted a natural familiarity between them. Care staff are encouraging and reassuring, and they demonstrate a clear understanding of people's needs. Care staff support people to engage in a range of activities which they show an interest in. The feedback relatives give about the service reinforces what we found. Relatives feel care staff genuinely care for people they support and know them well. They fed back, "*The level of care is extremely good and all members of staff have always been very approachable, very caring, very competent and most of all seem to have bonded really well with X*" and "*Y she has made great progress. The care, concern and creativity of the staff is clearly responsible for this.*" We observed the atmosphere at the home is relaxed, people are settled and appear contented. Relatives of people, who cannot verbally express themselves, said their behaviour and demeanour is a clear indication of their happiness and contentment. They also said when they visit; they are not distressed and they are smiling.

There is documentation in place for each person. It reflects information gathered from people, their relatives and health professionals. It includes what people like and dislike, how they may express their emotions when they are unable to do so verbally and meaningful goals for people to work towards. There are personal plans in place for all the areas in which people need care and support. The plans give care staff instructions to follow in order to communicate effectively with people and deliver the right care and support. In addition, where there are risks, these are assessed and steps to mitigate them are listed. Conversations with staff show they are familiar with the plans and the care needs of people. Staff record the care and support delivered to each person. This is reviewed on a daily basis by staff during handovers to incoming staff. Daily records and people's plans are then reviewed on a monthly basis by key workers.

## Environment

People live in an environment that meets their needs and promotes their well-being. The home comprises of two separate buildings, both parts are welcoming and clean. There are communal areas including a large lounge and two kitchens and dining areas. Each person has the sole use of a bedroom, bathroom, and a lounge, which all reflect people's needs and interests. The layout of the home, together with the provision of aids and adaptations, helps to promote independence. The environment has been adapted where there are risks to people. People also access sensory equipment, which enables them to relax. In addition, people have access to outdoor patio areas and gardens. We observed two people, each spending time outside their own living area. Work is taking place to build a roof above one patio area. We noted one kitchen needs repairs and redecoration. The manager told us this is due to be completed very soon. There is an ongoing programme of maintenance, re-decoration, and improvements in place.

There are systems in place to identify and deal with risks to people's health and safety. The service provider carries out regular health and safety checks. External contractors carry out specialist checks. The home has a food hygiene rating of four which means the standards are good and comply with the law.

Infection control arrangements are in place. The service provider works with external agencies to ensure they follow the correct guidelines and the right procedures are in place. Staff are following Public Health Wales (PHW) current guidelines, and we observed staff using appropriate personal protective equipment (PPE) throughout during the inspection. PPE and hand sanitizer was readily available throughout the home. The standard of cleanliness throughout the home is good. Laundry arrangements are good.

## Leadership and Management

The service provider has arrangements in place to support the smooth running of the service. The responsible individual (RI) maintains oversight of the service. They visit the service to speak to individuals who live there, to consult staff and to check the environment. They also check the audits carried out by the manager and other staff. The audits in place cover all aspects of the service delivery. We saw the RI takes action when necessary to improve how the service is delivered and to the environment. Quality assurance records do not fully reflect the activities carried out by the RI and we discussed this with them. They explained the changes they made to ensure records clearly show how they are meeting their legal duties. The service provider and managers have worked closely with commissioners over the last two years to make improvements. We reviewed documents which show the work completed. We also received feedback from a relative who noted significant changes and improvements. The RI reviewed the management arrangements in January 2021. The deputy manager was promoted to the role of manager and a new deputy was recruited. One relative told us *“Management is competent and efficient with excellent, regular communication”*,

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. These include checking their identity, employment history, references and their Disclosure and Barring Service (DBS) Check. Supervision and training records show processes are in place for supporting and developing staff. Many care workers told us there is good teamwork and the management team is really supportive. One person fed back that management can be unsupportive. We saw records which show care staff are supported when they face difficulties. However, we discussed with the service provider the need to check with care workers if the support they got helped them. Records show care staff give comprehensive handovers when they finish their shift to those who come on shift. This ensures there is continuity in the support for people who live at the home.





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

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None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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