



# Inspection Report on

**Oak House Care Home**

**Oak House Residential Home**

**43-47**

**Romilly Road**

**Cardiff**

**CF5 1FJ**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

11/04/2024

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## About Oak House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Oak House Care Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	09 March 2023
Does this service promote Welsh language and culture?	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 are happy with the care they receive and speak positively about the care staff who support them. Care documentation is thorough, robust and supported with risk assessments where required. Improvements are required to ensure that care is always provided in line with personal plans of care. People have access to a variety of activities and have a good choice of food and drinks available to them. Care staff provide care with kindness and patience and engage with people positively.

Improvements have been made to care staff training and supervision and pre-employment checks are now completed correctly. Care staff are happy working at the service and tell us that morale is very good. The Responsible Individual (RI) visits the service in line with regulatory requirements and completes quality assurance monitoring regularly. There are policies and procedures in place and complaints to the service are taken seriously.

Safeguarding referrals are made when required and Care Inspectorate Wales are notified of incidents. People live in a suitable environment which is safe, warm and clean. People have their own bedrooms which offer opportunity for personal space and privacy when required.

## Well-being

People are treated with dignity and respect. Care staff have built good relationships with the people they support and show people kindness and patience. People are happy living at Oak House and feel well cared for. Where possible people are included in the assessment and reviews of their needs and their personal preferences are added to personal plans. The RI engages with people during visits and seeks people's views as part of quality assurance monitoring. Complaints to the service are taken seriously. People are encouraged to make their own decisions where possible and supported to spend time doing things of their choice. Care staff are happy working at the service and feel they are part of a supportive team. People live in a suitable environment that meets their needs and have their own single bedrooms which are warm, homely and personal. Care staff respect people's personal space.

People do things that make them happy but some improvements to care delivery are required. People have a choice of social activities within the home and there are care staff available to take them into the community if they wish. Care records clearly outline people's needs; however, care and support is not always delivered in line with these plans. Care staff attend training appropriate to the roles they undertake but we noted an isolated occasion where care staff were awaiting specific required training.

People are protected from harm and abuse. Oak House has a robust safeguarding policy in place and all care staff attend training in safeguarding of adults at risk of abuse. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team when appropriate. This ensures that placements at the service are lawful where people lack the mental capacity to make decisions about their care and accommodation needs. People live in a safe environment that is well maintained and as hazard free as possible. Safety checks are completed correctly and fire safety is taken seriously. Care staff are recruited safely as pre-employment checks are completed prior to employment commencing. There is a system in place to ensure that Disclosure and Barring Service (DBS) certificates are renewed regularly, and care staff are registered with Social Care Wales.

## Care and Support

People do not always get the right care at the right time. Personal plans of care are thorough, robust and contain detailed information about people's needs and how they are best met and are supported with risk assessments where required. Reviews of personal plans take place regularly to ensure they remain up to date and accurate. These documents are important as they guide care staff on how to care for people correctly. Care and support is not always delivered in line with these plans. We discussed this with the provider who provided assurances this would be rectified going forward. We also highlighted an isolated occasion where not all care staff had the skills and knowledge to meet a more complex need of a resident. Immediate interim action was taken by the provider. This is an area that requires improvement and we expect action to be taken by the next inspection. Medication processes within the home are safe and robust. Medication is stored securely and administered safely in line with prescription guidance. Oak House uses an electronic E-MAR system to record when medication has been administered. We were told that this system is beneficial and reduces risk of errors with administration.

People are supported to have autonomy over their lives. They have personal daily routines and choose when to get up in the morning, when to go to bed at night and how to spend their time in between. Personal plans of care highlight people's likes, dislikes and preferences as to how their care is provided. Oak House employs dedicated activity staff who organise a range of activities, encourage and support people to join in. Care staff levels at the service are good and ensure people do not wait for their support. People told us that they like living at the service and one person said, "*there is something going on nearly all of the time*". We saw people have a choice of meals, drinks and snacks available to them and one person told us "*The food is lovely and if you want something else, they never leave you short*". Visitors to the service are encouraged and people are supported to maintain relationships with friends and family.

## Environment

People live in a suitable environment. Oak House is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is set over three floors and has a passenger lift for people to access alternative floors safely. The home is warm and welcoming but would benefit from some cosmetic redecoration and new carpets in places. We saw evidence of cleaning of the service and there was no malodour on day of inspection. There is ample communal space which enables people to spend time communally and partake in group activities. There is safe outdoor space with garden furniture for people to use as they wish. There are spaces within the home for people to spend time with visitors in private. The home has a sufficient number of bathrooms and toilets, all clean and in good working order but some would benefit from upgrading. People have their own bedrooms which are warm, clean and decorated nicely. People are encouraged to personalise their rooms to make them as homely and comfortable as possible.

People can be assured they live in a safe environment. On arrival to Oak House, we found the main entrance secure and we were asked for identification and to sign the visitors book before being permitted entry. We conducted a tour of the building and found the environment clutter free with hazards reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. Serviceable equipment such as hoists and the lift are serviced regularly to ensure they remain safe to use. Gas and electricity safety testing take place in line with legal requirements. There is a fire risk assessment in place and fire alarms are tested on a weekly basis. All residents have a Personal Emergency Evacuation Plan (PEEP) in place which provide guidance to care staff on how to evacuate people in the event of an emergency. There is appropriate equipment in place should be people need evacuating.

## Leadership and Management

People benefit from leadership and management in place. Oak House benefits from an RI with good oversight of the service and a deputy manager oversees the day to day running of the service. There is currently no manager at the service but we were told that a suitable person has been identified and will be in post imminently. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and care staff working at the service. Quality assurance indicates that the provider is committed to providing a quality service and making improvements where required. Referrals are made to the Local Authority safeguarding team when required and then stored centrally where they can be monitored. People are given detailed information about the service they can expect to receive, which includes details of how to complain if they are not happy. Complaints to the service are taken seriously and dealt with correctly.

People are cared for by care staff who are safely recruited and feel well supported. Since the last inspection improvements have been made to care staff training, supervision and recruitment. All care staff now have a supervision in line with regulatory requirements and feel well supported working at the service. Supervision is important as it is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Care staff we spoke with told us *“The job can be stressful but it’s a nice place to work”* and *“we are a great team, morale in the home is good”*. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. We examined a selection of care staff personnel files and were able to see that they contain all required documents. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. All care staff are registered with Social Care Wales, the workforce regulator.

### 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
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21	The provider must ensure that care is always delivered in line with personal plans of care by care staff who have the skills and knowledge to do so correctly.	New
35	The safe staff recruitment processes must be followed to protect people from harm	Achieved
36	Care staff must receive regular supervisions and annual appraisals. Care Staff to receive training to understand the specific needs of the people they support	Achieved

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**Date Published** 30/05/2024