



Inspection Report on

The Oaklands Residential Home

**The Oaklands Residential Home
2 Oaklands Drive
Bridgend
CF31 4SH**

Date Inspection Completed

14/05/2024

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About The Oaklands Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Oaklands Residential Home
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	29 th November 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People living at The Oaklands Residential Home are pleased with the standard of care and support they receive. Care and support is person centred and delivered in a dignified, respectful manner. Care workers know people well and understand their needs and routines. Care documentation highlights people's outcomes and details practical information regarding the delivery of care and support. Risks to people's health and safety are assessed and managed. People are supported to maintain their health and have good access to medical and social care professionals. Activities are on offer to keep people occupied and engaged. Activities are held within the home and local community.

Governance and quality assurance measures are good. The Responsible Individual (RI) visits the home regularly to maintain effective oversight. There are systems in place to regularly monitor the quality of the service provided. Care workers are happy working at the service and feel valued and supported by the management. Care workers are safely recruited and receive training. All care workers have achieved, or are working towards a recognised qualification in health and social care. The environment is homely, well maintained, and safe. Ongoing maintenance takes place which means the home is comfortable and well kempt.

Well-being

People are offered daily choices and are encouraged to have control over their day to day lives. Personal plans detail people's likes, dislikes, and preferences. Weekly resident meetings are held where people are given the opportunity to share their views on the service they receive. Activities promoting movement, inclusion and social interaction are available for people to participate in if they choose to do so. On the day of our inspection, we saw preparations for a trip which was organised for the following day. People were being asked for their preferred choice of food as they had arranged to dine in a restaurant.

Support is available to help manage people's health needs. Personal plans highlight medical conditions and interventions needed. The service liaises with health professionals to refer any concerns and follows appropriate guidance. Care workers have a good understanding of people's care and support needs and have developed good working relationships with the people they support. Medication is administered as directed by the prescriber.

People live in an environment that helps to support their well-being. The Oaklands Residential Home is well presented, clean and comfortable. People's rooms are personalised to their preference and communal areas are homely and welcoming. We saw people are very relaxed and comfortable in their environment. People we spoke to said they liked living there. The home is close to local facilities and amenities. An ongoing programme of maintenance and repair ensures the environment, its facilities and equipment are safe to use.

There are measures helping to protect people from harm and abuse. Policies and procedures support good practice. Care workers feel confident if they need to raise an issue with the manager it would be dealt with appropriately. Care workers undertake safeguarding training and are familiar with their safeguarding responsibilities. Risks to people's health and safety are assessed and managed. Incidents and accidents are logged with appropriate actions taken when needed. Ongoing quality assurance audits help to identify and action any potential issues.

Care and Support

People's wishes and their personal outcomes inform their care and support. Personal plans are created with people and their representatives and detail people's preferences in relation to the care and support they receive. They contain practical guidance informing care workers of the best ways of providing care and support and helping people to achieve their individual outcomes. Personal plans also record what people can do for themselves which promotes people's independence. Risk assessments help identify any risks to people's health and safety and provide guidance on how to keep people safe. Personal plans are regularly reviewed and updated when people's needs change. We saw written records confirming care and support is provided in line with people's personal plans.

Support is provided which enables people to maintain their health and well-being. People's medical conditions and how they are managed is documented in their personal plans. Records show people have good access to health and social care professionals when needed and their advice is acted upon. Support is provided for people to attend routine appointments. People have access to a range of activities promoting movement and social interaction. Food choices are varied. People commented positively regarding food choices, one person said, *"The food is very good, I cleared my plate today, we had Shepard's pie, I really enjoyed it"*. People have plans detailing their medication regimes and medication administration record (MAR) charts suggest people receive their medication as prescribed. We found some aspects of medication management systems require strengthening. We discussed this with the management team who assured us this would be addressed.

People say they are happy with the care and support provided and have good relationships with care workers. We saw care workers interacting well with people, engaging them in meaningful conversations. Our observations confirmed care workers know the people they support well and are familiar with their needs, preferences, and routines. People we spoke to provided complimentary feedback, one person said, *"I've been here around three years. I really like it here its very nice. I'm very satisfied, they look after us well"*. Another person commented, *"The staff are all really great, marvellous. They are very nice people, they go out of their way to help us"*. Positive feedback was also received from relatives of people living at the home who used words like *"excellent"*, *"professional"* and *"absolutely brilliant"* to describe the service provided.

Environment

People live in a clean, comfortable, homely environment. We saw there is on-going investment in the fabric of the home to ensure it provides a comfortable living space which enhances people's well-being. People have access to communal areas where they can spend time in the company of others and participate in activities if they wish to do so. People's rooms are personalised with their own belongings, which enables people to feel at home in their own space. There is a garden available at the back of the care home, which people can use. People can sit outside as there is an accessible patio area and seats are provided. Bathrooms and toilet facilities are equipped with specialist equipment for those who require it and there is a lift providing access to the upper floors for people with mobility problems. Laundry facilities are suitable for the size of the home and there is a system in operation aimed to reduce the risk of cross contamination. The kitchen has been awarded a score of four by The Food Standards Agency which means standards of cleanliness and hygiene are 'good'. Care workers follow cleaning schedules to ensure the home is kept clean and tidy.

The environment is safe. People are protected from unauthorised access. All visitors have to sign in on arrival and out on departure. Maintenance records confirm the routine testing of utilities such as gas, electricity, and water. Specialist equipment such as hoists are serviced in line with the manufacturer's recommendations. There is an up-to-date fire risk assessment and fire safety features are routinely tested and serviced. All people living at the home have a personal emergency evacuation plan (PEEP) in place. These provide information to staff regarding the best ways of supporting people to leave the building in the event of an emergency. Substances hazardous to health such as cleaning products are securely stored and can only be accessed by authorised personnel. We completed a visual inspection of the environment on the day of our inspection and did not identify any obvious hazards.

Leadership and Management

Governance, auditing, and quality assurance arrangements help the service run smoothly. The manager oversees the day to day running of the home and is supported by a deputy manager. The manager completes weekly and monthly audits which consider, amongst other things, the environment, staffing arrangements and the care and support people receive. The RI visits the service regularly and speaks to people and staff to gather their views on service provision. The RI also analyses a range of information in relation to safeguarding matters, complaints, the environment, staffing and people's care and support. Regular quality of care reviews are completed with reports evidencing how the service supports people to meet their well-being outcomes.

Care workers feel supported in their roles and enjoy working at the service. Care workers we spoke to used words like "approachable" and "supportive", to describe the management team. They said, "*morale is good*", "*we are a very good team, like a work family*" and "*we are all very respectful of each other*". We sampled records relating to staff supervision and appraisal and found the service provides care workers with the required levels of formal support. We spoke to care workers regarding staffing levels. They reported they felt staffing levels are sufficient. Rotas we viewed show target staffing levels are being met.

A safe recruitment process ensures care workers are suitable to work with vulnerable people. Checks including Disclosure and Barring Service (DBS), previous employment and reference checks are completed prior to a new employee commencing employment. Following this, new employees complete an induction where they shadow experienced members of the team and complete core training. Refresher training in core areas and specialist training is also provided. All care workers working at the service are registered with Social Care Wales (the workforce regulator). This ensures care workers are adequately qualified and skilled. We saw most care workers working at the service hold a recognised qualification in health and social care.

Written information is available to inform people of what the service offers. There is a statement of purpose and user guide which are reflective of the services provided. We found the statement of purpose required some minor adjustments to better clarify training opportunities for staff. Other written information we viewed included a cross section of the services policies and procedures. We found these are kept under review and updated when necessary. They provide staff with useful information, for example, on how to raise a safeguarding concern. We spoke to the management team about making some adjustments to the medication policy so that it is more aligned with best practice guidance. They assured us this would be done.

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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