



Inspection Report on

Oaklands

Barry

Date Inspection Completed

21/03/2023

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About Oaklands

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	03 October 2019
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 appear happy, content and well cared for. Care staff have a good understanding of people's needs and provide care with kindness and compassion. Staffing levels ensure that people do not wait for care and staff are available to engage with external professionals when required. Care documentation is detailed with robust information that guides staff on how to care for people correctly. Personal plans are reviewed regularly and updated when necessary. People have their own personal activity plan and do the things that matter to them. The Responsible Individual (RI) has good oversight of the service and visits in line with regulatory requirements. The manager oversees day to day running of the service and understands legal requirements of caring for vulnerable people. Care staff are happy working at Oaklands and receive appropriate training and regular supervision. There are policies and procedures in place for the smooth running of the service and people are given detailed information about the service. Quality assurance monitoring takes place as required and seeks the views of people using the service and/or their relatives. People live in an appropriate environment that is safe, warm, and clean. People have their own single bedroom which offer privacy and personal space.

Well-being

People receive care without delay. Care documentation clearly outlines people's needs and how they should be met. Advice and guidance are sought from external professionals when necessary and medication is administered safely and correctly. Care staff understand the needs of the people they care for and do so with kindness. Care staff levels are good and ensure people's care and social needs are met in a timely manner. A low staff turnover at the service has enabled people to build positive relationships with the staff who provide their care. People are supported to be independent where possible and people's dignity is maintained at all times. Care staff attend training courses relevant to the roles they undertake and are given regular supervision and support when required. People live in a suitable environment and have access to equipment they need to meet their needs and maintain their safety.

People have choice and control as far as practically possible. People have their own personal routines and decide when they get up in the morning, when to go to bed at night and how they spend their time in between. People participate in activities of their choice and have access to their own vehicles to attend appointments and community activities as they wish. People make choices in regard to their meals and drinks. Care documentation outlines people's personal preferences and how they like to be supported, and where possible people and/or their representatives are part of assessment, care planning and review processes. People have their own bedroom which offer personal space and privacy and contain people's personal possessions.

People are protected from abuse and harm. Oaklands has a robust safeguarding policy in place which has recently been updated. All staff receive training in the safeguarding of adults at risk of abuse which is refreshed regularly. The manager understands safeguarding processes and who to contact if any safeguarding concerns are raised at the service. Quality assurance monitoring takes place and monitors complaints and safeguarding referrals to ensure lessons are learned. The environment is safe, well maintained, and secure from unauthorised visitors. All safety checks are completed when required. Staff have information on how to evacuate people in the event of an emergency. Care staff are recruited safely with pre-employment checks completed correctly and systems in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People receive the right care at the right time. Care documentation is thorough and robust and personal plans of care contain detailed information about people's needs and how they are best met. These documents are important as they guide staff on how to care for people correctly. There is further information on specific conditions available for staff and risk assessments in place where necessary. We recommended that the provider remove older information from care files to make accessing information easier for staff. We were assured this would be completed as soon as possible. We saw evidence that referrals are made to external health and social care professionals when required and any advice or guidance is added into personal plans and followed correctly. Care staff have good working relationships with health professionals and know who to call if there are any issues. On the day of inspection, there was an external professional visiting a person living at the service. The visiting professional told us, "*This is a good home with a really good staff team*". Care staff levels are good and ensure that people do not wait for care. Medication processes are safe and robust. Medicines are stored securely in people's rooms and administered in line with prescription. We saw a bottle of liquid medication had not been dated when opened and were given assurances that this was an oversight and would be rectified. There are Medication Administration Record (MAR) charts in place which contain all required information and are completed correctly.

People are treated with dignity and respect. Where possible people and/or their representatives are included in assessment and review processes. People's needs, wishes and preferences to how their care is delivered are recorded in personal plans of care. Care staff have a good understanding of people's needs and have built good relationships with the people they care for. We saw staff engaging positively with people and one person with limited communication said "yes" when we asked if they liked the staff. People have individual daily routines and do the things that matter to them. We saw one person enjoying watching their iPad and then smiling and becoming excited when they were asked if they wanted to go for a walk. People are supported to maintain relationships with friends and family. People are given choice in regard to meals and drinks. There are no food menus in place as people choose what they want on the day.

Environment

People live in a suitable environment. Oaklands is a ground floor property located in a residential area of Barry. The home is warm, welcoming, and clean but would benefit from some cosmetic redecoration throughout. There is ample communal space within the home including a large lounge and kitchen/diner; the bathroom is in good working order and contains equipment that enables people to access the bathing and toileting facilities safely. People have access to safe outdoor space in the back garden it shares with another home and we are told there are plans to develop the front garden to make it accessible for people to use. People have their own single bedroom which they are free to access as they wish. We saw that bedrooms are warm, clean, and personal to the person occupying the room, and contain equipment and items that people need to maintain their safety and comfort.

People can be assured they live in a safe environment. On arrival to the home, we found the main entrance secure and our identification was checked fully. We were asked to sign the visitor book before we were permitted entry. The home is clutter free and all hazards have been removed as far as practically possible. Harmful chemicals are locked away safely and staff wear personal protective equipment (PPE) appropriately when required. There is a fire risk assessment in place, but the document is a number of years old with annual reviews and any changes recorded at the end of the document. The provider gave assurances that the document will be rewritten as soon as possible with updates or changes added to ensure the document is current. People living at Oaklands have a personal emergency evacuation plan (PEEP) in place which is important as this document guides staff on how to evacuate people in the event of an emergency. The building is well maintained and safety checks including gas and electricity safety testing takes place in line with legal requirements. Any equipment is serviced regularly to ensure it is safe and fit for purpose.

Leadership and Management

People benefit from the leadership and management in place. Oaklands benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The manager ensures that applications are made to the Deprivation of Liberty Safeguards (DoLS) team where required. This is important as it ensures that placements are legal where people lack the mental capacity to make decisions about their care and accommodation needs. People and/or their families are given detailed information about the service they can expect to receive which includes details of where they can complain if they are not happy with the service. There have been no formal complaints to the service since the last inspection. There are policies and procedures in place for the running of the service which are reviewed and updated regularly. Staff sign a document to confirm they have read and understood the policies in place. The RI visits the service in line with regulatory requirements and engages with staff and people using the service during the visits. Quality assurance monitoring takes place regularly. This indicates that the provider is committed to providing a quality service and making improvements when necessary.

People can be confident they are supported by care staff who are fully trained and well supported. Care staff receive training appropriate to the role they undertake and the training schedule is kept under review by the manager. We were able to see that all staff are up to date with all courses apart from a recently introduced course that staff are in the process of completing. Care staff receive supervision in line with regulatory requirement. Supervision is important as it gives staff opportunity to discuss practice issues or needs in a formal setting that is recorded. Staff we spoke with told us that they are happy working at Oaklands and one person said, *"I've had worked her for many years, I enjoy the job and get on well with the manager and RI"*. Another person said, *"it's great here, no problems at all"*. We viewed a selection of staff personnel files and found that they contain all required information. We saw evidence that pre-employment checks including DBS certificates and references 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.

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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