



Inspection Report on

The Oaks Residential Home

**THE OAKS RESIDENTIAL HOME
ROGERSTONE
NEWPORT
NP10 9FX**

Date Inspection Completed

10/09/2020

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About The Oaks Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Brooks Healthcare (Newport) Limited
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	18 June 2019
Does this service provide the Welsh Language active offer?	Yes

Summary

This was an unannounced focused inspection to consider people's care and support, particularly in the evenings and night time. People at the home appear comfortable and content during the day and are positive about the care they receive from care staff. Opportunities for activities are provided in the home throughout the daytime. There are gaps in documentation in some people's personal plans and some incidents have not been clearly recorded. There is oversight of procedures within the service and processes are in place to protect people from risk of infection. Staffing levels are considered to ensure people are supported and to meet the needs of the service in the evening.

People are at risk of being locked in their rooms without being able to leave when they choose, which may pose a potential risk to their safety and wellbeing.

Well-being

There are opportunities for people to enjoy emotional, mental and physical activities within the home during the day. During our visit we noted people some were unoccupied, while others were reading or watching television. A hairdresser visits the home regularly which is a popular event. People told us there is, "*Lots to do*", and, "*They keep me busy.*" Mealtimes are social occasions and people are encouraged and enjoy chatting together with other residents and staff members. Due to current restrictions to visiting as a result of the pandemic, there are limited people coming into the home to carry out activities but alternative forms of entertainment are found, and people are encouraged to maintain contact with families.

People are content and comfortable. They appear well kempt and settled during the daytime. We spoke with people who told us, "*Staff are very nice*" and, "*Good as gold.*" Staff are reassuring and friendly with residents, there are staff available to support people to do things they wish to do during the day. People told us staff support them to, "*Come and go as I please.*" People are given choices with regard to their daily lives and while we saw there is a "bathing list" detailing specific days and times for people, this is used only as a guideline and people are able to bathe and shower when they wish.

Care and Support

Standards of care are maintained. We spoke with people who describe staff as kind. Staff are observed to use lots of verbal reassurance and demonstrate competence, particularly when supporting people to move or transfer into chairs or wheelchairs. Staff are positive about their roles and feel supported. They told us there is good team morale and they enjoy their work. During the evening and night time staff levels are lower, but are calculated to ensure staff having time to deliver meaningful support.

People's personal plans are person-centred and focus on positive outcomes for people. They focus on maintaining people's dignity, and use phrases such as "*I enjoy*" and "*I would like to*". The plans cover all core areas of people's care appropriately. We saw that there were gaps in some daily notes relating to one person's pressure care. In another person's file we saw there was documentation to say they should be monitored at regular intervals but no documentation to confirm this was being done. People are at risk of being locked in rooms as there were not specific capacity assessments in place for this at the time of the inspection visit and we are advised this is now being addressed.

Environment

The home environment is comfortable and clean. On the day of our visit rooms were well maintained, clean and fresh. One room was left with soiled bedding for the duration of our visit and when we mentioned this to staff they responded promptly. The home is configured with safety in mind and people are reminded to be vigilant when entering or exiting the building to maintain residents' safety. There is attention to managing any risk of infection; we observed staff wearing personal protective equipment (PPE) and there are a number of handwashing stations situated throughout the home to promote hygiene. Staff are knowledgeable about infection control.

The communal areas are homely and decorated with seasonal artwork made by people living at the home. The lounge areas have tables with chairs next to them but these are not obstructive so people can move around if they wish. The tables are moved by staff when people are given their meals.

There are a number of rooms which may be difficult to be opened from the inside currently. During our visit the manager told us there are plans to refurbish all the rooms and there will be a lock on the inside of all doors and all rooms are equipped with an override key.

Leadership and Management

This was a focused inspection and therefore not all aspects of leadership and management were considered at this time. There is oversight of the service and the management team are aware of all issues that occur within the home. Reviews and audits are carried out regularly and any identified care issues are promptly actioned. Important information is kept updated. Referrals to external agencies are made promptly.

Staff told us they are given regular supervision and regular access to training, which gives them confidence. They described a good level of support by the manager of the home. There is good communication between the manager and the staff, so all staff are aware of people's changing needs and presentation during their shifts. A communication book is used to pass on this information. We did identify the book contains some references to incidents affecting people's wellbeing, but could not identify that these have been recorded elsewhere. We also saw documentation suggesting people are unable to get out of their rooms without assistance from staff. We were advised this is not the case and there was some confusion with the wording of these notices. We were told people are due to receive training in communication techniques to avoid any such confusion in the future.

The manager advises there have been no recent complaints or safeguarding incidents. We saw there are a number of recent compliment cards sent by relatives who are grateful for the care of their family members during the recent pandemic.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None identified at this inspection.

Areas where improvement is required

Care documentation is not consistently or regularly updated. We found gaps in some recordings and reference to incidents that had not been formally recorded.	Regulation 21 (1)
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The provider must ensure the physical design of the premises is suitable to allow individuals freedom of movement and privacy.	Regulation 44(5)(d)
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We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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