

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Oak House Care Limited	
The provider was registered on:	19/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Oak House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/09/2018
	Responsible Individual(s)	Rita Patel
	Manager(s)	Lynne Woodrow, Lynne Woodrow
	Maximum number of places	32
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Our Training manager will carry out 5 day induction training for all new starters. Our TM will schedule refresher training for existing staff on the anniversary of the training or as and when required. Our TM will source external training from private companies and and training that's is free to us from NHS and or Local Authorities t his could be online or face to face. we have sourced additional training highlighted by other external professionals and or when a service user needs have changed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise for staff on Indeed for most of our vacancies. We have sourced applicants from Recruitment agencies for management roles, Chef's, and administrators. Recruitment of staff has been difficult in general but we have not experienced a huge issue as we have managed to retain our staff and turnover of Staff at oak house has always been low.

Service Profile

Service Details

Name of Service	Oak House Care Home
Service Telephone Number	02920377778
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	n/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	52
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Fees Charged

The minimum weekly fee payable during the last financial year?	820.47
The maximum weekly fee payable during the last financial year?	1528.00
If you wish to add further detail or comment regarding the scale of charges please do so below	The true cost of care has not been addressed by the local authority and we try to put in place a 3rd party top up where possible with families.

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Coffee mornings RI and families and service users 1 to 1 meetings face to face family reviews telephone reviews whatsapp audio and video contact with families who live overseas

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	we have a rear garden partly patio and grass and a under cover smoking area. tables and chairs and wooden benches. the front of the property also has benches for service users to sit but not much sunlight due to trees. we have a patio courtyard which also has benches for service users to sit out.
Provide details of any other facilities to which the residents have access	other facilities include Thompson's and Victoria Park. shops chapter arts and Llanover hall.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Overall since October 2023 we have strived to maintain high standards within the home, and to make our residents feel loved & valued, and their opinions matter to us all. Families also gave good reviews in the Reg 73 feedback to our RI on 12/11/23</p> <p>Our RI Met with most of service user's family and the feedback received was all positive minor issues were relayed back to the manager however they were all very pleased with the move to Oak House how it was managed and how the staff have support them and their loved one in settling the loved one.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Overall Service users are happy living at Oak house Care Home; they feel their overall wellbeing is cared for appropriately. Staff are happy and feel valued and appreciated for the work that they do, and that they take on board any changes that have been made as it is explained to them why the change is needed.</p> <p>Comment from RI report –31.7.2023 The managers and the team have done well whilst not having a manager in place – no major concerns were highlighted from this visit and also from the service users family 1 to 1's carried out in Dec 2023.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Overall service users feel safe in the home. People are protected from the risk of harm and abuse. Accidents and Incidents are closely monitored and we found that appropriate action is taken to safeguard people. Staff have a good understanding of the people's needs and they receive information on how to support the person prior to them moving into Oak House. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people.</p> <p>Comment from a health professional during initial review. Professional and responsive staff, very nice, well kept homely environment</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Overall residents living at Oak House have the choice to live how they want too. We try and accommodate everyone's needs and wishes, this stems from how they spend their day, how they would like their room decorated, to what activities they want to join in with (or not) the food is good home cooking, with plenty of choices. Residents have input into what goes on the menus and their opinions are valued.</p> <p>Staff morale is high, the staff team feel valued by the management team, and they know we will help with any issues they may have, even in their personal lives. This level of trust between staff and management is paramount in running a successful home and teamwork now is a lot stronger, we also don't use any agency staff, so this helps in providing good continuity of care. We will always strive to do our best for our residents to make their lives as fruitful and stimulating as possible.</p> <p>Comments from health professional during placement review dated 7/2/24. Our service user has recently moved into the home and we are very pleased with how the service user is being cared for. The staff are very attentive and the deputy manager is organised and proactive. Our service user always looks smart and clean. Staff go above the usual standard, we feel that he is very well cared for.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	24.72
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	0
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No. of posts vacant	1
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Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
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Health & Safety	1
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Equality, Diversity & Human Rights	1
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Infection, prevention & control	1
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Manual Handling	1
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Safeguarding	0
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Medicine management	1
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Dementia	1
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Positive Behaviour Management	1
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Food Hygiene	1
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Please outline any additional training undertaken pertinent to this role which is not outlined above.

fusion
fire
first aid and defib
wound management
skin integrity
nutrition and hydration
care planning
continence care
mental health first aid
dementia advanced
MCA
DOLS
Sepsis

Contractual Arrangements

No. of permanent staff	0
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No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid and defib wound management skin integrity nutrition and hydration care planning continence care mental health first aid dementia advanced MCA DOLS Sepsis
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid and defib wound management skin integrity nutrition and hydration care planning continence care mental health first aid dementia advanced MCA DOLS Sepsis

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8

Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid and defib skin integrity nutrition and hydration care planning continence care mental health first aid dementia advanced MCA DOLS Sepsis diabetic epilepsy Parkinson's catheter care oral health nutrition and dietitian boots meds training
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am to 8pm 8am to 2pm 2pm to 8pm 2pm to 10pm 7am to 11am 8pm to 10pm 8pm to 8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire first aid and defib nutrition and hydration dementia advanced COSSH Effective communication
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	

No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	nutrition dietician food hygiene level 2 COSSH
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	maintenance meal time assistant activities admin
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fusion fire first aid and defib nutrition and hydration dementia advanced fire marshall

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0