

# Annual Return 2024/2025

## Provider Profile

### Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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 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)	Sophie Jobarteh
	Maximum number of places	32
	Service Address	Oak House Residential Home, 43-47, Romilly Road, Cardiff CF5 1FJ

### 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	Training is provided for all our staff on induction and then refreshed on all mandatory subjects. any additional training required to meet the needs of our service users is sourced externally by training companies or via the local authority. Our inhouse training will also attend train the trainer courses and deliver the training to our staff. We may also have training delivered by our sister home nurses if it's a subject they have special knowledge on and we also use NHS online.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a Sponsorship licence to recruit from overseas. We also advertise vacancies on Indeed and Facebook and have also used recruitment agencies when we have struggled to recruit for management, chefs and admin roles. Changes within the home office has recently proven to limit recruitment of O/seas staff. They can no longer bring there families to the UK. We envisage further difficulties going forward as the salaries for the Tiers has also increased above the RLW.

## Service Profile

### Service Details

Name of Service	Oak House Care Home
Service Telephone Number	02920377778
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	48
------------------------------------------------------------------------------------------------------	----

Fees Charged

The minimum weekly fee payable during the last financial year?	978.52
The maximum weekly fee payable during the last financial year?	1604.40
If you wish to add further detail or comment regarding the scale of charges please do so below	The cost of care is not met by the LA fees and the cost of living, services, up keep of the environment, refurbishments, utilities, rates, water, food, general maintenance, cleaning products ect.. is rising regardless. We are required to increase support worker salaries and in turn increase all others roles too. We also have the increase in NI for this first period and on going. We are having to push for 3rd parties as much as possible and run a tighter than tight ship to make ends meet.

Complaints

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Review meetings phone email and face to face RI 1 to 1 meetings phone and face to face RI and management coffee mornings and Tea afternoon face to face group meetings phone calls and video calls with families who are over seas emails residents meetings QA reports, facebook activities updates. Events. info sharing regarding external audit reports

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 front and rear garden and a court yard in the middle of the building. the court yard has a water feature and benches, the rear garden has grass and patio areas with a smoking area and seating tables chairs parasols and benches. the front garden also has grass and benches for the use of the service users to be accompanied by staff or families only.
Provide details of any other facilities to which the residents have access	Other facilities include Victoria Park, Thompson's Park, shops a few minutes walking distance. Chapter Arts and Llanover hall all in a few minutes walking distance. Easy bus route into the city. Cowbridge road east has lots of facilities banks post office coffee shops, grocers pubs hair dressers ect..again easy to walk to.

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

Statement of Compliance

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.

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.

We hold regular 3 monthly residents' meetings, where we discuss any areas that may need improving, we discuss the ongoing refurbishments at oat Oak House. We also discuss the food and menu choices, and ask if they would like any changes to the menu's, is there anything else they would like to eat that we are not currently providing. During our last meetings Our Carehome.co.uk score is 9.8 lots of positive feedback from service user's families. Our resent review from one of the residents daughter dated 31/1/2025 reads "My father has settled in well at the home, he is well cared for and all his needs are met. I receive excellent communication from management and staff regarding appointments, health and wellbeing. I feel peace of mind knowing my father is safe and cared for so well.

Our activities staff continue to strive to engage residents in meaningful activities of their choosing. Our residents continue to enjoy daily activities carried out in the home. This includes bingo, chair exercises, word searches. Floor bowling, quizzes and other word games on the wall. We have couple of service users who enjoys walking in the park. Our activity staff have been taking them every day depending on the weather.

We continue to actively encourage service user's families to engage with us, if they have any concerns or worries, we ensure that where possible we ask families to review their loved one care plans, we arrange meetings with families to discuss this and any other issues they may have.

Overall, I since September 2024 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. As per our quality assurance 2025. The majority of respondents rated the care and support they receive as "Excellent" or "Good," highlighting overall satisfaction. A smaller proportion provided "Average" ratings, indicating opportunities for further improvement.

<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>At Oak House we continue to strive to deliver the highest standard of care, by ensuring that the service users health and well-being is maintained by working closely with not only the service user and their families, but by working closely with our local GP Practices, by ensuring a weekly ward round is completed, either by phone first, then the GP will come into the home if necessary. Service users Medications and health needs are reviewed regularly by the GP.</p> <p>We also work closely with the District Nurse teams. We also make timely referrals to Care Home Liaison Team, Community Resource team, community dentist, opticians, podiatry and any other health care professional needed. Service users are given choice to access a visiting Chiroprapist which they pay for privately.</p> <p>We continue to be vigilant in monitoring both staff and residents for any signs of Flu, or any other respiratory infections, and act speedily to avoid any outbreaks in the home</p> <p>We continue to carry out monthly audits to ensure that all governance is adhered too, these range from Kitchen audits Care plan audits, daily notes audits Medication audits and Controlled Drug audits, Pressure &amp; Wound audits, Dependency, Infection Control, call bell, Dols, we also complete weekly KPI's and monthly KPI's where senior managers check that we are completing our duties.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home's has safeguarding and whistleblowing policy which is reviewed, and printed out, file kept in manager's office, where all staff have easy access. All incidents and complaints are taken seriously and used to identify any potential abuse. If neglect or abuse has been identified a safeguarding referral will be made and preventative actions taken. All staff attend Safeguarding training yearly and new starters attend the training on induction week before commencing work at the home. Safeguarding referrals (Reg 60/AS1) are made if abuse or neglect has been identified and extensive investigations are carried out. All safeguarding referrals are documented on the safeguarding register All staff working at Oak House has an enhanced DBS check and references -this can be evidenced in the staff files and the DBS matrix Oak House has a coded keypad for entrance and exit to the building and CCTV cameras to ensure security and safety. This code is changed regularly.</p> <p>Overall service users feel safe in the home. People are protected from risk of harm and abuse at all times. accident and incidents are closely monitored and we found that appropriate action is taken to safeguard people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Oak house promotes personalising the bedrooms of Service users with pictures and other personal belongings which helps support their wellbeing - this can be evidenced from their rooms. We are also asking the residents to choose colours for their bedrooms ready for redecoration, and we also try and involve residents in making decisions around choices for décor in the lounge and corridor areas, the dining room has also been completed.</p> <p>We recently purchased door wraps for residence bedrooms. Each residence chose their favourite colour for the door wrap. All family families and other health professional who visits the home have commented how beautiful and personalised this is.</p> <p>The garden/court yard is regularly maintained to a homely and presentable style for our service users to enjoy. There is plans for raised beds, so residents can grow their own vegetables in place</p> <p>Overall residents living at Oak House have the choice to live how they want to. 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.</p>

The total number of full time equivalent posts at the service (as at 31 March)	24
--------------------------------------------------------------------------------	----

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
	<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	1
	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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sova 3, Stoma, Skin Integrity, Recognising & Managing Deterioration, PBM, PAC, Nutrition & hydration, Nutrition & Dietetic, Fire Marshall, Fire Safety 2, Fal & I-Stumble, First aid & BLS, Effective Communication & Record Keeping, Care Planning, Continence Care, Catheter Care, Sepsis, Diabetes, Parkinson, Stoma, Pressure Care, Oral Care, Safe Handling Medicines, Care of Medicines.(Co-ordinators only)	
Contractual arrangements for staff currently in post		
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	
Is the information about contractual arrangements correct?	Yes	

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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Deputy service manager

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Other supervisory 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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sova 3, Stoma, Skin Integrity, Recognising & Managing Deterioration, PBM, PAC, Nutrition & hydration, Nutrition & Dietetic, Fire Marshall, Fire Safety 2, Fal & I-Stumble, First aid & BLS, Effective Communication & Record Keeping, Care Planning, Continence Care, Catheter Care, Sepsis, Diabetes, Parkinson, Stoma, Pressure Care, Oral Care, Safe Handling Medicines, Care of Medicines.(Co-ordinators only)
-------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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	1

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sova 3, Stoma, Skin Integrity, Recognising & Managing Deterioration, PBM, PAC, Nutrition & hydration, Nutrition & Dietetic, Fire Marshall, Fire Safety 2, Fal & I-Stumble, First aid & BLS, Effective Communication & Record Keeping, Care Planning, Continence Care, Catheter Care, Sepsis, Diabetes, Parkinson, Stoma, Pressure Care, Oral Care, Safe Handling Medicines, Care of Medicines.(Co-ordinators only)
<b>Contractual arrangements for staff currently in post</b>	
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
Is the information about contractual arrangements correct?	Yes
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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 8pm to 8am 7am to 11am 8am to 12pm 2pm to 8pm 2pm to 10pm
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	

Filled and vacant posts	
No. of staff in post	2
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, PBM, PAC, , Fire Marshall, Fire Safety 2, Fall & I-Stumble, First aid & BLS, Effective Communication,
Contractual arrangements for staff currently in post	
No. of permanent staff	2
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
Is the information about contractual arrangements correct?	Yes
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)	1
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
Is the information about staff qualifications correct?	Yes
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	4
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Hygiene Level 2, Food Allergy Intolerance, COSHH, PBM, PAC, , Fire Marshall, Fire Safety 2, Fal & I-Stumble, First aid & BLS, Effective Communication,
Contractual arrangements for staff currently in post	
No. of permanent staff	4
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
Is the information about contractual arrangements correct?	Yes
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)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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.	meal time assistance x 3 maintenance 1 administrator 1 activity co-ordinator 1

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Fire Marshall, First aid & BLS, PBM, PAC, Effective Communication
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes