



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Oak House Care Home



Oak House Residential Home, 43-47, Romilly Road, Cardiff, CF5 1FJ



02920377778

The inspection visit took place on 24/11/2025

Service Information:

Operated by:	Oak House Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	32
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Oak House offers people a good standard of service with people experiencing consistently positive care and support, contributing to excellent well-being outcomes. The service provides a wide variety of social and engagement opportunities which are often personalised and considerate of people's wishes.

'Care and support' are rated 'good' as personal plans are developed in conjunction with people, supporting care staff to undertake their role effectively. The service continually monitors people's health, helping to prevent issues with timely support and referrals to relevant professionals.

The 'environment' is rated 'good' as this is appropriate to people's needs and well-maintained.

'Leadership and management' are rated 'good' as there are effective systems in place to support the oversight and smooth operation of the service. Communication is good throughout the service, and a positive culture promotes support of staff.

Findings:



Well-being

Excellent

People are consistently supported to make decisions and engage in meaningful activities. Information is provided verbally or in writing, and care staff communicate effectively with those whose first language is not English. Menus are available, and people are consulted daily about meals. Nutritional and fluid intake is well monitored. When someone chooses not to eat at lunchtime, staff respect this and offer food later. Arranged activities are varied and tailored to individual preferences. We saw spontaneous singing and dancing for those who enjoy it. One person told us, *"I like peace,"* choosing not to join group activities but enjoying outings with family. A relative said, *"The staff interaction with my dad is friendly and supportive. They encourage him to talk and engage."*

Many people find making choices difficult, but staff manage this well, supporting and promoting personal care. Staff are exceptionally understanding of dementia, providing flexible, sensitive support. One family member said, *"The care staff do a great job in sometimes difficult situations,"* while another noted their relative *"can be difficult to manage as she knows her own mind, but they do their best."* When bigger decision-making is hard, independent advocates represent people. One advocate told us, *"I am not aware of any concerns or complaints,"* praising staff knowledge. Care is delivered in an unrushed way, and people choose when it happens. People look well presented, with staff helping them wear favourite clothes and accessories. Some enjoy having their own room key to support independence.

The service takes a proactive approach to physical and emotional health, involving healthcare professionals promptly. One relative said, *"The manager is very approachable and keeps you in the loop."* People are supported with issues such as the need to gain weight after hospital stays. Medication systems are excellent. Families comment *"Staff are attentive and caring."* Community engagement is outstanding, including arranging a private theatre show in the local hall.

People are protected from abuse and neglect. The environment is safe, clean, and well maintained, with strong infection control measures. Relatives frequently comment on cleanliness. There are enough skilled staff trained in safeguarding. The manager is highly praised for smooth operations and personal involvement. Social workers note the service goes *"above and beyond,"* including helping someone move to nursing care. The responsible individual ensures strong oversight and continuous improvement with input from people and families.



Care & Support

Good

The service has improved documentation around care and support to promote positive outcomes for people. Personal plans are based on information gathered from professionals, people and their families. Person-centred plans are detailed and mostly reflect the person. The manager is considering how they can further improve these by ensuring there is a consistent approach to incorporating detail about what the person is able to do for themselves. People or representatives are involved in reviews of the personal plans. These take place regularly and are documented. When changes in the person's wishes or needs occur, the service takes action to change documentation to reflect this. Records are of a high standard, with detailed logs of the care and support provided. Risk assessments relating to the individual are kept under review and updated in line with any identified changes.

People are supported to remain as healthy as possible and access healthcare when required. Care coordinators and managers have good oversight of people's healthcare. This is through daily observations, close monitoring and communication with families and health professionals. Routine preventative measures are used to help people stay healthy, such as provision of appetising meals and monitoring of fluid intake. The service supports people at risk of weight loss with a food first approach, increasing calorie intake where possible. Other dietary needs are catered for and there is a protected lunchtime to ensure care staff are not distracted from providing appropriate support. Improvement has been made to ensure there is full support for some people who are at risk of choking. The dining experience is positive, helping promote nutritional intake. Skin integrity is monitored, and when concerns arise, the service involves the district nurse. There are excellent medication systems in place and people have regular reviews of their medication with an appropriate health professional. Accidents and incidents are well-managed.

People's emotional and psychological needs are met. Many people living in the home live with dementia or other conditions which affect their thought processes. Care staff are skilled in supporting people when they show signs of anxiety, including some behaviours which challenge. The service provides daily opportunities for people to engage in activities to promote their emotional well-being, in addition to their physical health. We saw warm interactions between people and care staff, and people enjoying strong friendships with other people. They also benefit from family visits. People have representation through independent advocates ensuring their needs and wishes are fully understood if they find it difficult to express themselves. The supportive culture fostered by the service provider, leaders and all members of staff help people to feel they belong.



Environment

Good

People live in a home which meets their needs. People enjoy having their private bedroom which is easily identified with a coloured front door and signage. Families help support people to personalise their rooms with familiar and personal items. Profiling beds, nurse call systems and monitoring equipment help keep people safe when in their own room. Many rooms offer en-suite facilities, and communal toilets and bathrooms support people's hygiene needs. Wide stairwells with grabrails support people who are able to move between floors while others are supported to use the passenger lift. The manager confirmed there were no concerns around people accessing open stairwells at present and would ensure this is fully explored and documented at the time of admission. People's changing needs are monitored and consideration given their ability to mobilise easily around the home. Signage around the home orientates people. This is provided in English, with some in Welsh and Arabic to meet the multicultural needs of people living in the home.

The environment promotes people's well-being, enhanced with access to the local community. The communal living space is nicely presented with pleasant décor and suitable furnishings. The layout of the living area allows for a busier section where people enjoy arranged activities, while some people enjoy the quieter part with television. The service provider is considering how to offer further quieter areas to meet the needs of people currently living in the home. The dining area is bright and welcoming with views over the outdoor space. There is a dedicated table for craft and other tabletop-based activities. We saw members of the staff team decorating the area in preparation for the festive season. We also saw people moving freely around these areas, taking part in activities and enjoying interactions with other people and staff. Some people can access the local community with their families, but we saw the service makes every effort for all people to be able to do this. An exceptional example includes a planned trip to the local small theatre which is providing a private showing of a seasonal performance, guaranteeing a relaxed atmosphere. This promotes people's well-being, especially as many live with dementia.

The provider has good systems in place to monitor, test, service and maintain the environment. Routine testing and monitoring of the environment takes place. Cleaning schedules are followed. There is good communication to inform the maintenance department of any decorating and repairs required, and this is carried out. Testing and maintenance of the environment and equipment required by external contractors is arranged and any actions needed are taken. The kitchen and catering have been awarded the highest level 5 during a recent environmental health inspection.



Leadership & Management

Good

The service provider has systems in place to oversee the quality of care. A responsible individual (RI) visits the service, speaks to people and staff considering improvements required. They told us the manager listens to the findings and takes on board advice on how to improve. This is proving effective as the service is operating smoothly, with improvements made since the last inspection to demonstrate compliance. The service provider has policies, procedures and other documentation to inform practices. They have a 'Statement of Purpose,' which is a document to let people know what to expect from the service. This, and other documents are available in Welsh if required. The provider makes every effort to support people from different cultures with their language and cultural needs. We saw good engagement by one Welsh speaking member of staff with a person who enjoyed speaking in Welsh. The RI produces detailed reports which show consideration of the quality of the service provided and identifies areas for development.

The manager ensures the smooth operation of the service and a positive culture is fostered. There are sufficient care and support staff, in addition to other staff members. Staffing levels are kept under review. Each member of staff understands their role and effectively carries this out. There are good systems of communication, and everyone works as a team. Senior members of staff conduct regular audits which are highly detailed and effective. These are completed to help ensure the service is continually improving. The staff team have a voice, contributing to the development of the service through regular meeting. The manager has an open-door policy and staff members feel confident in raising issues or making suggestions. The manager is described as "*approachable*," and staff told us, "*Everyone is treated equally*."

There are strong recruitment systems in place and exceptional support of staff. Care staff are selected and vetted to ensure they are fit to work in the care sector. Checks are conducted with the Disclosure and Barring Service, in addition to government departments to confirm any restrictions on an employee's right to work. Personnel files contain all relevant documentation which is well organised. The detail and level of support and encouragement given to staff within their supervision meetings by the manager is impressive, helping care staff to develop skills and confidence. Care staff told us "*Leadership is supportive*," explaining this is the reason they remain working at the service and love their role. People benefit from continuity of care as many staff members have worked at the service more than ten years. Training is provided and kept under review, with the manager currently reviewing the matrix to reflect the training identified in the 'statement of purpose.'

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*