



## The Oaks Residential Home



The Oaks Residential Home, Great Oak, Newport, NP10 9FX



01633893665

Date(s) of inspection visit(s):

09/04/2025, 08/04/2025

### Service Information:

Operated by:	Brooks Healthcare (Newport) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	English
Promotion of Welsh language and culture:	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

### Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

The Oaks is a small residential home in Rogerstone in a quiet residential area in the city of Newport. The service provides accommodation, care and support for up to 30 older people who do not have nursing needs.

People's wellbeing and the care and support they receive is good. People can make everyday choices and are given opportunities to take part in regular activities. A good standard of care is provided and people are treated with dignity and respect. Personal plans detail how people like their needs met and are reviewed regularly.

The environment people live in is good. People have a choice of different communal areas in which to spend time alone or with others. Some outdoor space is available to access when the weather is warm. There is a rolling schedule of servicing and maintenance in place and a building development programme.

The leadership and management of the service is good because quality assurance systems are effective, and the views of others inform improvements in service delivery. Care staff are sufficiently trained, supported and knowledgeable about the people they support.

## Findings:



### Well-being

**Good**

People experience good emotional and physical well-being at The Oaks. They are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. They look well cared for and settled in their environment. Friends and relatives can visit when they wish. Visiting family members, we spoke with were complementary of the care provided to their loved ones.

People live healthily and safely with control over their lives. Care staff ensure individuals have choices and are supported to make everyday decisions. A range of planned activities are available alongside impromptu interactions with staff, giving people opportunities to follow their interests and also to try new things. We saw many meaningful interactions, as care staff showed genuine interest in people's well-being. Residents' meetings are held and satisfaction surveys are completed giving people a voice and the ability to contribute to how the service is delivered.

There are systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. A range of external healthcare professionals support people and appropriate referrals are made when any change in people's health is observed. There are whistle-blowing and safeguarding policies and procedures in place. All staff are trained in safeguarding, and the provider shares any identified concerns with relatives and professionals. Where there are necessary restrictions made in people's best interests to manage their safety; these appear proportionate.

People live in an environment which is safe from unauthorised access. Checklists prompt staff to complete routine health and safety checks. We saw that people had the correct equipment needed to promote their safety, including mobility aids and sensor equipment. Individual risks to people are assessed and their safety is managed and monitored. Good hygiene practices are promoted and staff receive infection prevention and control training.



## Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. The service carries out an assessment prior to a person moving to the service to ensure they are able to meet their needs and to consider compatibility with other people living at the service. Personal plans set out what is important for each person in accordance with their likes and preferences. "This is Me" booklet provides further information about each person's social history. Where possible people and/or their relatives are involved in developing their plan. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Personal plans are routinely reviewed and updated when changes are identified. We were told the introduction of new electronic care records would improve the quality of daily records to evidence all the care provided and the level of engagement and stimulation for people.

People's rights are promoted as care staff provide support in the least restrictive way. Care staff are trained to protect people from harm and abuse and are aware of their duty to report concerns. The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is an identified risk that care arrangements may deprive them of their liberty. Going forward the manager explained they will complete mental capacity assessments and if required best interests assessments when people first move into the service whilst waiting for DoLS referrals to be assessed.

People's health is monitored and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical health. There are systems in place for receiving, storing and administering medications to ensure medical conditions are managed accordingly. The internal medication audit processes will be strengthened going forward to ensure any discrepancies will be identified and remedial action taken promptly.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Care staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy. During the inspection staff were wearing appropriate PPE when carrying out personal care and during the lunch time service.



## Environment

**Good**

People's privacy and dignity are considered in the design and layout of the service. The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. The environment is homely, comfortable, and clean. There are a number of communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. There are sufficient toilet and bathroom facilities throughout the service and there is specialist equipment such as hoists available for those who need it. People's rooms are sufficient in size and are personalised with their belongings. Some rooms required repairs and redecoration; a schedule of works is in place to address this. There are domestic and laundry staff at the service daily to ensure standards of hygiene and cleanliness are maintained.

The provider ensures effective systems are in place to manage and maintain the accommodation. Routine health and safety checks ensure the premises is well maintained. There is a rolling schedule of servicing and maintenance in place to ensure that equipment such as hoists are functional and safe for use. Fire equipment is checked, and alarms and lighting are tested regularly. Water systems are checked for temperature regulation and legionella. Every individual living at the service has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. External contractors are used when required to test services such as gas and electricity. The service had been inspected by the Food Standards Agency and had been given a rating of 4, demonstrating the service was rated as good.



## Leadership & Management

**Good**

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by a deputy and team of senior staff. Regular management audits are completed and actions required in response to any issues identified are implemented. The Responsible Individual (RI) has oversight of the service and completes regulatory visits. The quality assurance report evaluates service delivery and identifies potential areas for improvement. People can share their views on service delivery through various methods such as resident meetings, discussions with the RI and surveys. People and their representatives told us they have confidence in how the service is managed and feel that issues raised would be addressed in a timely way. The provider informs the regulator of significant events and has submitted an annual return as required by Regulation.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver care and support. A dependency tool is updated monthly to ensure any changes required with staffing levels to meet changing needs is addressed. The review of the services recruitment process identified some gaps in the required pre-employment checks. This was addressed during the inspection to ensure all staff had full enhanced disclosure and barring certificates on file. Eligible care staff are registered with Social Care Wales (SCW) the work force regulator. Staff are up to date with mandatory training. Staff we spoke with feel supported by their manager and records confirm that they receive regular one to one supervision sessions.

## 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.

**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](mailto:psi@nationalarchives.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*

## 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.

**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](mailto:psi@nationalarchives.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*