



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Oaklands



Barry



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www.potens-uk.com

The inspection visits for this service took place between 02/07/2026 and 03/07/2026

Service Information:

Operated by:	The Cedars Care Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Oaklands provides accommodation and support for adults with learning disabilities and physical disabilities.

People achieve positive outcomes because care staff know them well and support them to have choice and control over their daily lives. People are treated with dignity and respect and maintain important relationships. They access meaningful activities and positive experiences. Improvements are needed to ensure community and sensory activities important to people's well-being and personal outcomes take place consistently. Recording and management oversight of incidents and emotional distress require strengthening to demonstrate that care staff follow Positive Behaviour Support plans and provide person-centred support.

People receive good quality care and support. Care staff work effectively with health professionals and respond promptly to changes in people's health needs. People benefit from continuity of care

through a stable staff team.

People live in a welcoming, homely, safe and accessible environment that promotes their independence and well-being.

Leadership and management arrangements are effective and support people to achieve positive outcomes. The manager is visible and knowledgeable about the service, providing clear direction and promoting a positive culture. This contributes to people's well-being and confidence in how the service is run. Relatives spoke highly of the manager's communication and commitment to people's well-being.

Findings:



Well-being

Good

People are supported to maintain their physical, mental and emotional well-being. Records showed care staff work proactively with health professionals and respond promptly to changes in people's health. One relative described how care staff identified early signs of serious illness and took prompt action to seek medical assistance. They told us this had a significant positive impact on their loved one's health and well-being. People are safeguarded from abuse and neglect because the manager maintains oversight of care staff practice and responds proactively when concerns are identified. Effective systems help identify, monitor and address potential risks.

People are supported to maintain relationships with family and other important people in their lives. Relatives gave very positive feedback about communication and care staff keep them well informed about health appointments, changes in well-being and day-to-day matters. One relative told us the manager "*sorts things out*" and is helpful and responsive. Another relative told us the transition into the service had been managed very well and described the manager as going the "*extra mile*".

People take part in activities and experiences that support their quality of life. Records and feedback show people regularly take part in activities within the home, spend time with others, and access opportunities in the community. These experiences reflect their interests and preferences and support their well-being. Adventure photo journals have been introduced to capture and celebrate meaningful experiences. However, activities identified as important to people's sensory needs, independence, life skills and personal development, including swimming and cycling, do not consistently take place. This limits opportunities for some people to achieve identified well-being outcomes and is not fully consistent with commitments in the provider's Statement of Purpose and Service Information Guide.

Improvements are needed to strengthen the recording and oversight of incidents and periods of emotional distress. This will help ensure people are consistently supported in a skilled, enabling and nurturing way, in line with their needs and support plans. Records describe incidents but do not consistently include analysis of causes, triggers or communication needs. They also lack clear evaluation of outcomes, emotional support provided after incidents, and information sharing with people's representatives.

We identified these issues as an area for improvement, and the provider has already begun taking steps to address these. Overall, on balance, we found outcomes for people's well-being to be good. We found a person-centred culture within the home where people's choices, preferences and wishes are valued and routinely influence how care and support is delivered.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care staff know people well and provide support that reflects people's preferences, routines, communication needs and individual risks. We observed warm, respectful and person-centred care. Care staff offered people choices and supported independence wherever possible. People appeared relaxed in the presence of staff and comfortable seeking support when needed.

People are assisted and supported to attend and participate in health checks and activities related to health promotion. Records showed care staff effectively communicate with health professionals, arrange appointments, share key information and follow professional recommendations. Relatives confirmed care staff communicate well about health concerns and appointments. This helps ensure people's health needs are understood and responded to. People receive their medicines as prescribed. Medication records are well organised, and care staff demonstrated an understanding of their responsibilities, supporting people to receive safe and consistent care

People's personal plans are strengths based that guide care staff on how to support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. We found personal plans and risk assessments provide clear information about people's needs, preferences and routines. Regular reviews take place and care staff work with relevant professionals to ensure support remains appropriate. However, reviews do not always demonstrate the views of the person and their representative or fully evidence how support continues to meet people's changing needs.

People benefit from continuity of care because a stable team of familiar care staff supports them. We observed positive relationships between people and care staff. The manager demonstrates a detailed understanding of people's needs, preferences and communication styles. The manager is committed to further developing staff skills in areas such as Positive Behaviour Support and demand avoidance approaches to ensure people receive the right skilled support to reduce periods of emotional distress.



Environment

Good

People live in accommodation that meets their needs and promotes their independence. The home is welcoming, accessible and well suited to the people who live there. The home is located within a quiet, homely residential neighbourhood close to local amenities, helping people remain connected to their local community. The environment is light, warm, clean and well maintained. People's bedrooms are spacious, personalised and reflect their individual interests, preferences and support needs.

People have access to a range of communal and private spaces. Open-plan living areas support social interaction, while bedrooms provide privacy and opportunities for relaxation. Outdoor areas are attractive, accessible and well maintained. People have opportunities to spend time outdoors and enjoy the benefits of the gardens and patio areas. People benefit from a peaceful and attractive garden area which is well used during the spring and summer months for relaxation, outdoor activities and social events.

We saw positive examples of environmental adaptations that support people's needs and well-being. A sensory bathing facility had recently been installed, providing people with opportunities for relaxation and sensory stimulation. The service provider has introduced a new garden building and is developing it into a sensory space to provide additional opportunities for relaxation and sensory regulation.

Health and safety arrangements are robust. Records demonstrate regular fire drills, personal emergency evacuation plans, equipment checks, water temperature monitoring and routine servicing. These arrangements help ensure people remain safe while maintaining their independence.



Leadership & Management

Good

The manager maintains effective oversight of the quality of care and demonstrates a detailed understanding of people's needs, outcomes and areas requiring development within the service. Their active involvement in the day-to-day operation of the service enables them to monitor practice closely and respond promptly to emerging issues. Care staff told us the manager leads by example and promotes a positive, person-centred culture where people's well-being, choice and independence are prioritised.

People achieve positive outcomes because there are sufficient suitably qualified and trained care staff to meet their needs. Care staff receive regular supervision and training appropriate to their role. We found sufficient staffing arrangements in place and agency staff are monitored appropriately. There is a strong sense of unity and team working within the workforce. Care staff are also appropriately vetted, monitored, and registered with Social Care Wales, the workforce regulator.

People benefit from a positive and compassionate culture that is supported by effective leadership and management arrangements. Care staff feel highly supported in their roles. They consistently describe the manager as approachable, supportive and operating an open-door policy. Care staff demonstrate a good understanding of safeguarding, whistleblowing and duty of candour responsibilities. They are confident raising concerns both internally and externally. We found a culture of reflective practice, where concerns are discussed openly and learning is encouraged. The manager delivers frequent reflective practice sessions in team meetings. Feedback from relatives and staff about the service and management was overwhelmingly positive, providing assurance that people benefit from consistent leadership and a strong culture focused on their well-being and outcomes.

Effective governance systems help monitor service quality and drive continuous improvement. The Responsible Individual (RI) undertakes regular visits and quality assurance activities. Records demonstrated these visits include engagement with people and care staff, review of key operational areas and oversight of service quality. Recent quality assurance reports demonstrated improved oversight of service quality through the identification of areas for development and associated action plans. What about using audits for lessons learnt

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Outcomes for people require improvement because records demonstrate that people do not consistently access community-based activities identified as important to their well-being, independence and personal development, or those outlined in the provider's Statement of Purpose. Records relating to incidents and periods of distress do not consistently capture people's views, experience or emotional well-being.	02/07/26

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

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