



The Oaklands Residential Home



The Oaklands Residential Home, 2 Oaklands Drive, Bridgend, CF31 4SH



01656665459

The inspection visit took place on 19/11/2025

Service Information:

Operated by:	The Oaklands Residential Home
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The Oaklands Residential Home provides good quality care and support for up to 18 people. Located in the town of Bridgend, the home offers convenient access to local amenities.

People at The Oaklands express satisfaction with the care and support they receive. Care staff demonstrate a thorough understanding of each person's needs, preferences, and the best approaches to delivering person-centred care. Care documentation reflects this approach, capturing people's views on how they wish to be supported.

The service is well-led and promotes a positive culture focused on the well-being of both people and staff. Robust governance and quality assurance systems are in place, ensuring the smooth operation of the home. Staff receive training tailored to the needs of the people they care for and report feeling valued and supported in their roles.

The living environment is clean, comfortable, and suited to people's needs. The provider carries out regular maintenance and repairs, ensuring the home remains safe and well-maintained.

Findings:



Well-being

Good

People are safeguarded from harm, abuse, and neglect through robust systems and practices. Care staff are recruited in accordance with regulatory requirements, ensuring they are suitable to work with vulnerable people. Staff receive training relevant to the needs of those they support, including safeguarding, medication management, and moving and handling. Effective mechanisms are in place to enable people to raise concerns. Medication management processes are well-established, ensuring medicines are stored and administered safely. Risks to people's health and safety are assessed and managed appropriately.

People live in an environment which supports their well-being. There are sufficient communal areas that are clean, comfortable, and conducive to social interaction. People's rooms are personalised according to their preferences, promoting a sense of ownership and familiarity. The home is well maintained, with appropriate checks and servicing in place for utilities and safety features to ensure a safe and pleasant living environment.

People are supported to exercise as much choice and control as possible over their daily lives. The service undertakes thorough pre-admission assessments to ensure individual needs can be met, and these are clearly documented within personal plans. People and their representatives are actively involved in developing and reviewing care plans, including identifying personal goals and outcomes. People have freedom to choose how they spend their time and are provided with regular opportunities to maintain contact with family and friends. Weekly resident meetings offer a forum for people to discuss matters relating to the home, including activities and menu options.

People are treated with dignity and respect and report having very positive relationships with care staff. One person commented, *"Nothing is too much trouble for the staff. They are very nice and very obliging,"* while another stated, *"The staff are very respectful; I have no complaints."* During our inspection of The Oaklands, we observed consistently positive interactions between staff and people, demonstrating that staff hold people in high regard and treat them with respect. Family members also provided positive feedback, with one noting, *"It's a kind and caring place full of lovely staff. My dad benefits from being in a small place with a low turnover of staff."*



Care & Support

Good

People receive a good standard of person-centred care and support at The Oaklands. Comprehensive assessments are completed prior to admission, incorporating information from professionals and others already involved in the person's care. People are actively consulted about their needs and preferences, ensuring the home can appropriately meet those needs. This information fully informs the decision-making process regarding suitability. Following the initial assessment, a detailed personal plan is developed. These plans clearly outline each person's care and support requirements, as well as any identified risks to their health and safety. During the inspection, we discussed with the provider the need to strengthen certain risk assessments so that actions are more clearly defined. The provider assured us that this would be addressed. Personal plans are created in collaboration with people and their representatives to ensure their views are accurately captured. Plans are reviewed regularly to remain relevant and responsive to any changes in people's needs.

People's liberty is safeguarded in accordance with relevant legislation. Where people lack the mental capacity to make decisions about their care arrangements, appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place when care arrangements result in a deprivation of liberty. Care staff receive relevant training, ensuring they understand their responsibilities. Personal plans reflect the conditions outlined in DoLS authorisations, supporting compliance and protecting people's rights.

People are well supported with their health needs. Each person's health requirements are clearly documented within their personal plans. Care staff demonstrate a strong understanding of these needs, are able to identify changes in presentation, and promptly seek advice or intervention from relevant healthcare professionals. All healthcare appointments are recorded, and medical correspondence is securely stored on file. Personal plans are updated to reflect any guidance provided by professionals, ensuring care remains responsive and appropriate. Support with medication is available. Medicines are securely stored and administered in accordance with prescriber instructions. The service operates under a comprehensive medication policy, and care staff receive appropriate training. Monthly medication audits are undertaken to maintain safe and effective practice.

Care staff are trained to implement safe infection prevention practices. Infection control training forms part of the service's core training programme, and staff are supported by a comprehensive infection control policy that promotes best practice. During our inspection, we carried out a visual review of the environment and identified one potential infection control risk. This was discussed with the manager, who assured us prompt action would be taken to resolve the issue.



Environment

Good

People live in a clean, comfortable, and homely environment. The home is well-maintained, with ongoing investment to ensure it remains a pleasant space that supports well-being. People have access to communal areas for socialising and activities, and their rooms are personalised with belongings to create a sense of home. The kitchen holds a Food Standards Agency rating of four, indicating good hygiene and cleanliness. Care workers follow cleaning schedules to maintain a tidy and hygienic environment. Outdoor space includes a garden and an accessible patio with seating. There are sufficient bathrooms and specialist moving and handling equipment available for those who need it. A lift provides access to upper floors for those with mobility needs. Laundry facilities are appropriate for the home's size and designed to minimize cross-contamination.

Regular servicing, maintenance, and repairs are undertaken to ensure the safety and well-being of people using the service. During the inspection, we observed damage to a bathroom caused by a burst pipe. The provider confirmed immediate repairs were underway to resolve the matter. We observed routine servicing of utilities, including electricity and gas, is carried out by accredited external contractors. Specialist equipment is maintained in accordance with manufacturers' guidelines. A comprehensive fire risk assessment is in place, supported by regular fire safety checks conducted by staff and servicing by appropriately qualified professionals. Actions identified during a recent fire service inspection are currently being addressed.

Security measures are in place to safeguard people. The premises are secured to prevent unauthorised access. All visitors are required to announce their arrival and complete the sign-in and sign-out process, which is monitored by staff. Confidential information is stored securely and is accessible only to authorised personnel.



Leadership & Management

Good

The provider's oversight and governance arrangements foster a positive culture and support the delivery of good quality care. The Responsible Individual (RI) demonstrates strong oversight of service operations and regularly engages with both people using the service and staff to discuss provision. Audits are undertaken, covering key areas such as health and safety, environmental standards, and medication management. These audits are designed to identify issues promptly and ensure timely corrective action. In addition, a formal quality-of-care review is conducted every six months to evaluate overall service performance. Our review of the most recent report confirms it effectively highlights strengths and areas for improvement. This structured approach ensures the service runs efficiently while promoting quality and continuous development.

People experience positive outcomes because the provider demonstrates a strong commitment to maintaining a skilled and knowledgeable workforce. During our inspection, we observed sufficient staffing levels, and care staff confirmed staffing arrangements are appropriate. Staff receive training tailored to the needs of the people they support, and records indicate mandatory training requirements are up to date. In addition to in-house training, staff are encouraged to pursue recognised health and social care qualifications, further enhancing their expertise. Care staff reported feeling supported and valued in their roles, noting that they receive regular formal support through supervision and appraisal. However, we identified some staff had not received supervision at the required three-month intervals. This was discussed with the management team, who assured us corrective action will be taken.

The service provider operates a robust recruitment process to ensure staff are suitably qualified and trustworthy. Examination of personnel files confirmed all required pre-employment checks are completed, including references from previous employers, verification of employment history, and Disclosure and Barring Service (DBS) checks. New staff undertake a structured induction programme designed to familiarise them with their roles and the specific care and support needs of people living at the service. We verified all care staff are registered with Social Care Wales, the workforce regulator. We noted that some DBS certificates had recently expired. However, the provider assured us this issue will be addressed promptly.

The provider has appropriate policies and procedures in place that promote safe and effective practice within the service. Care staff are aware of how to access these documents when required. Policies and procedures are subject to regular review to ensure they remain aligned with current legislation and national guidance.

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.

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.*