



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Oaklands Care Home



Oaklands, Forge Road, Crickhowell, NP8 1LU



01874730444



www.oaklandshome.co.uk

The inspection visit took place on 03/02/2026

Service Information:

Operated by:	Europa Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
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:

Overall, people experience good well-being outcomes. People can exercise choice in how and where they spend their time. People are supported to maintain their health, and evidence indicates they receive the right care at the right time.

The standard of care and support provided is good. Care staff demonstrate a clear understanding of the people they support, including what is important to them and the most effective approaches to delivering their care. Personal plans outline care and support needs and risks to people's health and safety. However, improvements are required to ensure that care documentation is reviewed in line with regulatory requirements.

The environment supports people's well-being. The home is clean, comfortable, and well maintained. The provider undertakes regular maintenance and repairs to ensure the environment remains safe and fit for purpose. The home is safe and secure from unauthorised access.

The leadership and management at the service is good. The service is well led and promotes a positive culture that supports the well-being of both people and staff. However, governance and quality assurance arrangements require strengthening to ensure full regulatory compliance. Care staff receive training appropriate to the needs of the people they support and report feeling well supported in their roles.

Findings:



Well-being

Good

People benefit from regular opportunities to connect with their family and friends. They are supported to maintain existing relationships with those who are important to them. During our inspection, we spoke with family members who were visiting their relatives. They told us there are no restrictions on visiting and that they are able to see their loved ones at times that suit them. People are also given opportunities to engage socially within the service, with access to communal areas and organised activities that promote interaction. The manager informed us that work is currently underway to develop a more structured activity timetable to ensure people have a range of meaningful options should they wish to participate.

People are treated with dignity and respect. During our inspection, we observed positive and meaningful interactions between people and care staff. Staff engaged with people in a friendly and compassionate manner, taking time to chat with them, observe their needs, and respond appropriately. On one occasion, we saw a staff member demonstrate sensitivity and empathy while supporting a person who had become visibly anxious, helping them to feel calm and reassured. Feedback from people living at the service confirmed they feel well cared for, safe, and that they enjoy positive relationships with staff. One person told us, *"The carers are like family."*

There are measures in place to help keep people safe. A robust recruitment process ensures care staff are suitable for their roles. Staff receive safeguarding training and are familiar with the procedures for reporting any concerns. Care plans and risk assessments provide guidance on safe ways of supporting People. Incidents and accidents are recorded and reported to the relevant agencies when required. Medication is stored and administered safely, and effective infection prevention and control measures are in place to minimise the risk of infection.

People live in an environment that is well suited to their needs. The home is clean, comfortable, and well maintained throughout. People have access to several communal areas in addition to their own bedrooms, which are personalised according to their preferences. There are sufficient bathroom facilities, all of which are kept clean and tidy. A programme of ongoing repair and maintenance is in place to ensure the environment remains safe and in good condition.



Care & Support

Good

People receive a good standard of care and support. Before a person moves into the home, a pre-placement assessment is completed to determine whether the service can meet their needs. Upon admission, a personal plan is developed. The service adopts a person-centred approach to care planning, ensuring people are placed at the centre of the care and support they receive. The service uses an electronic system to record people's care and support needs. Care staff have easy access to this system via handheld devices. Personal plans and risk assessments provide staff with guidance on how best to support people to achieve their personal outcomes and maintain their safety. We saw personal plans are reviewed. However, we did not see evidence these plans are reviewed at least every three months, nor that people and their representatives are involved in the review process. We informed the provider this is an area requiring improvement. We expect this matter to be addressed by the next inspection.

Support is available for people who require assistance with their medication. The service has a medication policy, and care staff receive appropriate training. We observed medication is stored securely and administered in line with prescribers' instructions. However, we noted 'as required' (PRN) medication administrations are not consistently documented in accordance with best practice guidance. We also found medication audits need to be completed more frequently to help identify and action any potential issues. We discussed these matters with the manager, who assured us that improvements will be implemented.

People provided us with positive feedback about the service they receive and spoke highly of the care staff. One person told us, *"The staff are alright; they're all very helpful and supportive."* Another commented, *"The staff are very good, helpful, and good at listening to me."* We also spoke with relatives who were visiting on the day of the inspection. No concerns were raised, and feedback was consistently positive. One relative said, *"The staff are lovely, very helpful and kind. I can see my dad is well cared for."* During our time at Oaklands Care Home, we observed warm and positive interactions between people and care staff. Staff responded promptly to people's requests and engaged with them in a friendly and respectful manner throughout the inspection.

There are effective infection control measures in place to help protect people from the risk of cross-contamination. Care staff receive appropriate training and use personal protective equipment (PPE) when required. PPE is readily available, with well-stocked stations located throughout the home to ensure easy access for staff. An infection control policy is in place, which supports and promotes safe and hygienic practice.



Environment

Good

People benefit from living in a clean, comfortable, and well-maintained environment. The home provides several communal areas, including multiple lounges and a dining room, all of which are appropriately furnished and decorated. Corridors are free from clutter, enabling people to move safely and independently around the service. The home is arranged over two floors, with lift access to the upper level. This supports people with reduced mobility to move freely throughout the building. Bedrooms are spacious and can be personalised with people's own belongings, helping to create a sense of familiarity and homeliness. Communal bathrooms are available and fitted with appropriate specialist equipment to meet the needs of people requiring additional support. A well-maintained garden is located at the rear of the building. Seating is available, and we were told people enjoy accessing this space when the weather permits to participate in activities and social events, such as barbeques. The kitchen has been awarded a Food Standards Agency hygiene rating of five, indicating very good standards.

The service demonstrates a commitment to maintaining the environment and ensuring facilities are kept in good condition. Up-to-date safety certification is in place for key utilities, including electrical installations and fire safety systems. Risk assessments are completed for relevant areas, such as fire safety and legionella. The legionella risk assessment identified several areas requiring remedial action, and the manager assured us these actions have now been completed. People have personal emergency evacuation plans (PEEPs) in place. These documents outline the most appropriate methods of supporting each person to leave the building safely in the event of an emergency. Domestic staff are on site daily and follow structured cleaning schedules, helping to ensure the home remains clean, hygienic, and well presented. Environmental audits are carried out to identify any emerging issues. However, we discussed with the management team the benefit of conducting these audits more frequently to ensure potential issues are identified and resolved promptly. Management assured us they would take action to address this.

The home is safe and secure, with measures in place to prevent unauthorised access. Appropriate security arrangements protect people living at the service. Visitors are required to make themselves known on arrival and must sign in and out of the premises.



Leadership & Management

Good

People are supported by sufficient numbers of care staff who are appropriately trained and supported in their roles. On the day of our inspection, staffing levels met the service's target requirements. Care staff told us the training they receive is of a good standard, and the training records we reviewed show most staff are up to date with their mandatory training requirements. We also reviewed supervision and appraisal records, which confirmed staff are receiving the required levels of formal support. Care staff provided positive feedback about working at the service, telling us, *"I've worked here 18 years; I love my job," "The manager is fab; we work really well together. Really supportive, she's always available when I need her,"* and *"The manager is very approachable, runs the service well, easy to talk to and approachable."*

Care staff are recruited safely to ensure they are suitable to work with vulnerable people. We saw the service completes all required pre-employment checks, including references from previous employers, employment history verification, and Disclosure and Barring Service (DBS) checks. We noted there has been minimal staff turnover since the last inspection, which is positive as it suggests the service is able to retain staff and provide consistent, continuous care. We also confirmed care staff are registered with Social Care Wales, the workforce regulator. This is a legal requirement and ensures staff possess the necessary skills, knowledge, and professional accountability to work within the care sector.

Governance and quality assurance systems are in place; however, these require strengthening. We saw the manager undertakes audits covering areas such as the environment, health and safety, and medication management. Although these audits are being completed, they need to be carried out more frequently to ensure potential issues are identified and addressed promptly. The service is required to complete a quality-of-care review every six months. This review enables the service to evaluate its performance and drive continuous improvement. We did not see evidence these reviews have been completed in line with regulatory requirements. We discussed these matters with the provider and informed them improvements are needed. We expect these issues to be addressed by the next inspection.

Written information, including the statement of purpose and the service user guide, outlines the service's aims, values, and approach to delivering support. These documents also provide practical information, such as the process for raising a concern or making a complaint. We reviewed these documents and found them to be reflective of the service currently provided. Additional written information, including policies and procedures are in place to help underpin safe and consistent practice.

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
We identified a minor risk to both people using the service and staff arising from non-compliance with this regulation. Failure to complete audits in a timely manner may result in emerging issues not being recognised, and delays in undertaking quality-of-care reviews may prevent the service from identifying areas requiring improvement. We expect the provider to take appropriate action to address these matters.	03/02/26
People can not always be assured personal plans are updated to reflect their current needs.	29/02/24

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

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