



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Oakdale Manor



Oakdale Manor Residential Home, Rhiw Syr Dafydd, Blackwood, NP12 0JJ



01495230900

Date(s) of inspection visit(s):

04/06/2025

Service Information:

Operated by:	Forest Gate Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	31
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting 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:

Oakdale Manor is a residential home in Caerphilly. Some significant improvements have been made since our last inspection, resulting in three of the four area for improvements being removed. We particularly identified improvements in quality of care delivery, people's personal plans, and medication management.

We have awarded every theme in this report as 'Good'. People are supported in a consistent way to achieve wellbeing. They receive tailor met care and support, which is designed in consultation with them and their representatives, to help them achieve personal outcomes. People live in a suitable environment with appropriate equipment and facilities to support their needs. People are supported to achieve their outcomes as the service provider has effective organisation arrangements, governance, and oversight to ensure good-quality care. People are mostly supported by staff with the necessary skills and experience to meet their care and support needs, but some staff are overdue core training, meaning they do not have all the skills and knowledge needed to provide specialist care. This has been identified as an area for improvement.

Findings:



Well-being

Good

People have control over their day to day lives and are aware of their rights and entitlements, as far as reasonably practicable. People and their families are involved in making decisions that affect their lives, ensuring the voices are consistently heard. Communication needs are suitably met to ensure people can understand each other. This includes ensuring people's language preferences are met. The service provider is working towards providing a Welsh Active Offer. Whilst no people living at the service speak Welsh currently, some staff members are Welsh speakers, and the service makes effort to display bi-lingual signage. People are supported to maintain and sustain existing relationships with friends and family, who are invited to visit the service at any time. These relationships are facilitated by staff who respect these relationships and the importance they hold in people's lives. A relative we spoke to spoke very highly about the service and described staff as 'Great' and 'Very approachable'. They described their loved one as 'Always laughing' because of the high quality of care delivered.

People are supported to maintain their physical, mental, and emotional health and wellbeing. Personal plans outline people's health and wellbeing needs, and staff use this information to support people in a way meaningful to them. People participate in various activities that foster happiness and health. The service provider has employed two activities co-ordinators since the last inspection who put on activities every day of the week. Upcoming activities include a Royal Ascot Day and a Father's Day event. At the time of the inspection, people enjoyed engaging in an Elvis karaoke session and other sing-alongs. Staff made a lot of effort to encourage people to participate in this light-hearted activity. Photos of past activities are displayed in communal hallways as a reminder of fun experiences. People live in accommodation which meets their needs and have access to equipment they need to achieve wellbeing outcomes. A renovation schedule is underway to improve the environment further and we look forward to seeing these improvements at our next inspection.

People are mostly safeguarded from harm, abuse, and neglect. People live in a secure environment where they feel safe. There are good systems to ensure any risks are promptly identified and mitigated. People's health is prioritised, and any concerns or deterioration are escalated to professionals in a timely way. Staff are safely recruited and undergo appropriate checks to ensure they are experienced and of the right character to undertake the role. Some staff have core training that is overdue meaning staff are not always sufficiently trained to support people with specialist needs.



Care & Support

Good

People receive care and support that is dignified and respectful, and they have meaningful interactions with staff, family, and other people. Care is delivered in a way which promotes the development of routine and structures for people in line with their needs and preferences, whilst promoting people's independence as much as possible. At the time of our inspection, we observed kind and playful interactions between people and staff. All staff know people well and use person-centred knowledge to interact with people in tailored ways. Visiting professionals commented on the '*Fun*' and '*Light-hearted*' atmosphere of the home, and commended staff for their '*Warm*' approach with people.

The service provider assesses people's needs and personal outcomes before agreeing to provide a service. This is to ensure they can be sure they are able to provide appropriate care which will not impact others already living at the service. Personal plans are co-produced between people, their representatives, and the service provider to ensure they include what matters most to the person. Personal plans are reviewed regularly with people and their representatives to ensure they are still accurate. Personal plans consistently include people's social histories, as well as their preferences, routines, and beliefs. Key health and wellbeing needs are outlined and updated when needs change. Positive risk taking is promoted to help people remain as independent for as long as possible. The service provider has improved its understanding of mental capacity assessments, meaning people's liberty is protected in line with legislation.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by professionals are carried out as directed to help people stay as healthy as possible. A visiting professional told us staff are prompt in escalating issues of concern or changing needs, meaning people access professional help in a timely way. There is an effective approach to assessing, managing, and preventing the risk of infection, which also helps people stay safe and healthy.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service provider has significantly improved their medication management since our last inspection. Medication processes are robust and safe. Audits are routinely completed to ensure consistency of practice and good standards are maintained. The service provider has been open and transparent when mistakes have happened and have learnt from these.

Overall care and support has significantly improved since our last inspection, and we are therefore removing the three areas for improvements previously identified under this section.



Environment

Good

People's privacy and dignity are considered in the design and layout of the service, which are as stipulated in the service provider's Statement of Purpose (SoP). People have access to a variety of different communal and private spaces in which to spend time alone, socialise, and entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for activities and private meetings. Lounge areas are homely, well-lit, and comfortable. Most bedrooms are en-suite and are personalised to individual tastes and preferences. The garden area is small but pleasant and provides plentiful seating for people to spend outdoors in the nice weather. We are pleased to hear about upcoming renovation works in some communal areas of the home and the garden which will improve the environment further. People have access to suitable equipment to meet their needs, including specialist beds, manual handling equipment, and safety equipment. Technology and equipment is used to support people's care and support needs and to promote their independence, in-line with their best interests.

The service is safe and secure. Security arrangements are in place to protect people, without compromising their rights, dignity, and privacy. People can freely navigate the premises to promote their independence and health. At the time of our inspection, we observed people walking around the property at their own pace, engaging in tasks that interested them, for example cleaning or socialising with others.

Health and safety management is robust. Relevant certifications show the service provider is compliant with current legislation and guidelines. This includes fire safety, electrical, and gas testing. Manual handling and specialist equipment is regularly serviced to ensure it is in safe working order. The service provider achieved a score of five in its latest Food Standard Hygiene inspection, showing there are very good food hygiene standards at the home. The service provider employs a maintenance technician to oversee internal health and safety checks. These are completed in a timely and consistent way to ensure the environment remains as safe as possible. We were offered assurance the service would undertake a fire evacuation drill in a timely way to ensure people's needs have been accurately assessed in the event of an emergency.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and good quality care. This oversight and governance arrangements foster a compassionate culture in the service, which impacts people in a positive way. The manager has good oversight of the day to day running of the service. Effective quality monitoring systems help drive continuous improvement, which results in people, their representatives, staff, and professionals having confidence in the leadership and management of the service. These quality monitoring tools include regular in-house audits and satisfactions surveys from people's representatives, staff, and professionals. Recent survey responses were highly positive. The Responsible Individual (RI) has a regular presence at the service and knows people well. The RI undertakes quarterly visits to the service and speaks to people and staff.

People are mostly well supported by staff with the necessary expertise, skills, and experience to meet people's care and support needs. The service provider has improved the consistency of staffing numbers since our last inspection. Staffing numbers are adjusted to keep up to date with the changing needs of people. The service provider has strict selection and vetting processes for hiring staff. Permanent staff undergo routine and regular checks to ensure they are suitably fit to work at the service, including a disclosure and barring services check (DBS). This helps to keep people safe from abuse and harm. Staff are well supported by the service provider through an induction, so they become familiar with people's needs before providing one-to-one care. Staff have regular supervisions and an annual appraisal with their line manager which gives them the opportunity to raise any concerns and discuss any development goals they may have. However, staff are not always sufficiently trained. Some staff are overdue or have not undertaken core training which they need to deliver safe and effective care. The area for improvement identified under this theme at the last inspection will therefore remain open. We understand some additional training is already booked and have received assurance urgent training will be sourced promptly. We look forward to reviewing this at the next inspection.

Staff offered very positive feedback at the time of our inspection. Staff told us they '*Loved*' their jobs and feel supported by management. One staff member told us '*I think it's perfect here*'. Staff think people are well-cared for and have no concerns. Staff are confident in reporting a safeguarding concern, should they have one.

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
People may receive incorrect or inappropriate care and support if staff are not appropriately trained in core and required specialist training.	04/06/25

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

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