Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Oakwood Nursing Home

Oakwood Nursing Home, Hazel Drive, Aberdare, CF44 8DB

01685881210

www.carehome.co.uk

The inspection visits for this service took place between 21/10/2026 and 22/10/2026

Service Information:

Operated by:	Cwmdare Home Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
Registered places:	43
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:

Oakwood Nursing Home is an established care home in Aberdare providing nursing and residential care for older adults.

Well-being is good because a stable and experienced staff team knows people well and supports them effectively. People appear relaxed and comfortable in their surroundings, and people, relatives, staff and professionals provide positive feedback about the quality of care and support.

Care and support are good. Care staff understand people's needs, preferences and routines and work effectively with healthcare professionals to support positive outcomes. Care staff provide person-centred care and support people to maintain their health and well-being.

Environment is good. The home is clean, welcoming and personalised, with suitable communal areas that promote social interaction and activities. The provider maintains equipment and keeps

the premises safe.

Leadership and management are good. People benefit from a stable workforce and experienced management team, and staff speak positively about leadership within the service. However, improvements are needed to strengthen governance and quality assurance arrangements, particularly in relation to Responsible Individual oversight, to ensure monitoring systems consistently identify and address areas for improvement.

Findings:

Well-being — Good

People live healthily and safely with support from care staff who know them well and promote their dignity, independence and choice. During the inspection, we observed warm, respectful and positive interactions between people and care staff. Care staff use people's preferred names and respond promptly when people require support. We saw a relaxed atmosphere within the home, and people appeared comfortable and familiar with those supporting them. Care staff told us, *"the home provides a welcoming environment for residents"* and a relative told us the service provides a *"good, friendly environment"*.

People are offered choice and encouraged to maintain control over their daily lives. We observed people making choices about meals and daily routines, and feedback confirms people feel listened to and supported. One person described how they choose which activities they take part in or choose to spend time in their room. People enjoy mealtimes and make choices about the food and drinks they receive. Where possible, people choose whether to eat in communal dining areas or in the privacy of their own bedrooms. We saw people request alternatives to the daily menu when they wanted something different for lunch. We observed a relaxed atmosphere during lunch, with care staff providing respectful and unhurried support to meet people's individual needs.

People benefit from opportunities for social engagement and meaningful activity. The activities coordinator demonstrates a thoughtful and person-centred approach to supporting people's wellbeing. We saw evidence of planned activities and entertainment that also include people's relatives. It is also positive to hear plans are in place to increase activity provision further through the appointment of an additional activities coordinator.

People are supported to maintain relationships with family and friends, and visitors are welcomed at the home. We saw regular visitors throughout the inspection. One relative told us they appreciated additional visiting time when their relative had been unwell. The service promotes links with the local community through visits from external groups and supports people to practise their faith through church services held at the service.

People live in accommodation that supports their wellbeing. Bedrooms are personalised with photographs, furniture and possessions important to people. We saw examples of people displaying items linked to their interests and personal histories, helping to create a homely and familiar environment.

Care & Support — Good

People receive care and support from care staff who understand their needs, preferences and desired outcomes. Feedback from professionals about the quality of care is positive, and care staff confidently describe people's preferences, routines and support needs. One professional told us that when they visit, people *"are happy there and the staff are very caring".* Care staff demonstrate a strong commitment to providing person-centred care that reflects people's individual needs and preferences.

People benefit from continuity of care because the service has a stable workforce and experienced management team. We reviewed care records and found people have individual plans and risk assessments to guide care staff. Care staff identify and manage risks relating to areas such as mobility, nutrition, skin integrity and falls. We saw positive examples where people's choices were respected even when they differed from professional recommendations, demonstrating a person-centred approach to positive risk-taking. People receive meals and drinks that meet their dietary needs and preferences. Records demonstrate specialist dietary requirements are identified, and care staff work with healthcare professionals where additional support is required.

People can access healthcare support when required. Records show appropriate referrals are made to a range of professionals including GPs, district nurses, speech and language therapists and continence services. Visiting healthcare professionals speak positively about the service and describe communication with care staff as effective.

People's medication is managed safely. We found appropriate arrangements for the storage, administration and auditing of medicines. Care staff appropriately manage controlled drugs, and records show people receive regular medication reviews. Established infection prevention and control arrangements minimise people's risk of infection. The service maintains appropriate supplies of personal protective equipment and manages laundry processes effectively. The service is working with the Community Infection Prevention and Control Team to support ongoing improvement and promote safe practice.

People are protected from abuse and neglect. Care staff understand their safeguarding responsibilities and follow systems that identify and manage risks. Care records and discussions with care staff demonstrate people receive safe and appropriate support. People, relatives and staff express confidence that the service addresses concerns appropriately.

Environment

Good

People live in an environment that is clean, comfortable and suitable for their needs. During the inspection, we observed good standards of cleanliness throughout the home. Housekeeping arrangements are effective, and systems are in place to maintain a clean environment.

People's bedrooms are personalised and reflect their individual tastes, interests and preferences. Bedrooms appear comfortable and homely and contain items important to people. These personalised environments help people feel settled and maintain their identity. The home is warm and comfortably furnished, providing people with a pleasant place to live.

People have access to communal facilities and equipment that support their wellbeing. The home provides a range of communal areas and suitable bathing facilities. We also saw people benefiting from access to technology, including video calls with relatives and the use of assistive technology such as voice assistant devices.

The provider maintains arrangements to support people's safety. We reviewed records relating to fire safety, equipment servicing and environmental maintenance and found regular checks are completed. The provider services equipment in accordance with relevant requirements and monitors emergency systems appropriately.

The environment is bright and welcoming and provides spaces where people can spend time alone or with others. Lift access to the first floor supports accessibility within the service. People have access to outdoor space, and the provider has plans to further enhance these areas.

Leadership & Management — Good

People benefit from a service managed by an experienced registered manager who knows people well and has established positive relationships with care staff, relatives and professionals. Feedback about the management of the service is largely positive, and care staff tell us they feel supported in their roles. Survey responses demonstrate care staff have confidence in the care being delivered, and many say they would recommend both the service and employment at the home.

There is a stable workforce, which contributes to consistency and continuity of care for people living at the home. The service is nearly fully recruited and uses minimal agency staff, helping people build and maintain positive relationships with those who support them. Care staff speak positively about teamwork and tell us people are at the centre of care and support delivery. Recruitment practices support safe employment arrangements, and we found appropriate pre-employment checks had been completed before staff commenced work. Staff hold the professional registrations required for their roles, with care staff registered with Social Care Wales (SCW) and nursing staff registered with the Nursing and Midwifery Council (NMC). Records confirmed staff had appropriate Disclosure and Barring Service (DBS) checks in place to support safe recruitment practices.

People are supported by care staff who receive induction, supervision and appraisal. Managers monitor staff performance and support professional development. Care staff tell us training is useful and helps them undertake their roles effectively. Policies and procedures guide staff practice and support the consistent delivery of care. Quality assurance systems include audits of care planning, medication management and infection prevention and control, helping to monitor the quality and safety of the service.

The provider and responsible individual have established systems to monitor the service. However, we identified areas where governance arrangements require strengthening. We found the Responsible Individual's quarterly visits do not always demonstrate sufficiently robust oversight of the service. In addition, the six-monthly Quality of Care Review lacks sufficient analysis of service performance and does not clearly demonstrate how information gathered through monitoring activities drives improvement. Stronger governance arrangements are needed to provide assurance that service quality is effectively monitored, evaluated and improved over time. The provider has given assurances that these matters will be addressed, and progress will be reviewed at the next inspection. The registered manager maintains good day-to-day oversight of the service, and our findings indicate people continue to receive good quality care and support. Whilst these governance shortcomings require improvement, they have not adversely impacted outcomes for people at the time of the inspection.

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 not achieve consistently positive outcomes because the Responsible Individual's oversight and governance arrangements are not sufficiently robust to identify, monitor and drive improvement in the service.	21/10/26

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

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