



## The Oaks



Llanidloes Road , Newtown, SY16 1HL



07368559870



[www.oaksnewtown.co.uk](http://www.oaksnewtown.co.uk)

Date of Inspection Visit: 17.08.2026 & 18.08.2026

## Service Information:

|                                          |                                                                                                          |
|------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Operated by:                             | The Oaks (Newtown Ltd.)                                                                                  |
| Care Type:                               | Care Home Service<br>Adults With Nursing                                                                 |
| Provision for:                           | Care home for adults - with nursing, Care home for adults - with personal care                           |
| Registered places:                       | 73                                                                                                       |
| Main language(s):                        | Welsh and English                                                                                        |
| Promotion of Welsh language and culture: | The service provider anticipates, identifies, and meets the Welsh language and cultural needs of people. |

## Ratings:



**Well-being**

**Excellent**



**Care & Support**

**Good**



**Environment**

**Excellent**



**Leadership & Management**

**Excellent**

## Summary:

The Oaks provides care and support for up to 73 adults aged 50 and over, including residential, nursing, dementia and palliative care. The purpose-built home, located in the heart of Newtown, offers a modern, welcoming and well-maintained environment designed to meet people's varying needs.

People experience excellent well-being and benefit from a strong sense of belonging. They are supported to maintain meaningful relationships, pursue individual interests and remain connected to their local community. Staff promote choice, dignity and independence, helping people achieve positive outcomes and live fulfilling lives.

The care and support provided is good. People receive person-centred care from skilled and experienced staff who understand their needs and preferences. Care planning and review processes are effective and involve people, their representatives and relevant professionals. The service demonstrates a strong commitment to providing compassionate palliative and end of life care.

The environment is excellent. Accommodation is spacious, personalised and designed to promote comfort, independence and social engagement. Dementia-friendly features support orientation, reduce anxiety and enhance people's quality of life.

The leadership and management arrangements at the service are effective. Strong governance, quality assurance processes and active oversight by the Responsible Individual (RI) support continuous improvement. Staff feel well supported through training and supervision, helping to ensure people receive safe, responsive and high-quality care.

## Findings:



### Well-being

**Excellent**

People experience a strong sense of belonging and are supported to live meaningful and fulfilling lives in a home which is firmly rooted in its local community. We found numerous examples of people being enabled to maintain relationships, pursue interests, express their beliefs and continue doing things which matter to them. The service seeks to promote the Welsh Language Active Offer by recognising the importance of language, culture and identity to people's well-being. People and visitors are made aware through initial assessments they can request documents in Welsh. The service has staff, including the manager, who are fluent in Welsh; however, feedback from those we spoke with, indicates English is their preferred language.

People's religious and spiritual preferences are highly valued and actively supported. Regular visits from representatives of the Evangelical Church and Baptist Church in Wales, including communion services, enable people to practise their faith. Individuals whose faith communities cannot visit the home are supported to access services remotely, ensuring their personal beliefs and choices are respected and promoted.

The culture of the home is vibrant, inclusive and centred on people's individual strengths and interests. Throughout our visit, people were meaningfully engaged in everyday life, including gardening, preparing refreshments, helping to clear tables after meals and spending time socialising with others. We observed a warm and relaxed atmosphere, with people choosing how they spent their time and staff supporting them in ways which promoted independence and purpose. For example, a dedicated jigsaw area had been thoughtfully created for one person, reflecting their individual interests and preferences.

People benefit from an extensive and varied programme of activities which extends beyond the home and helps them remain connected with their community. Activities are planned throughout the week and include opportunities for recreation, social engagement and outdoor experiences, such as canal trips and use of the garden spaces. A particular strength of the activities offer is the weekly Friendship Group which is well attended. The home's gardens were observed to be well used and enjoyed by people and their families, promoting wellbeing and providing opportunities for social interaction.

The service demonstrates an exceptional commitment to supporting people and those important to them during times of significant change and at the end of life. It is actively working towards achieving the Gold Standards Framework (GSF) Award, demonstrating a strong commitment to delivering high-quality, person-centred palliative and end of life care. This approach supports staff to develop the knowledge, skills and confidence required to meet people's changing needs and preferences. However, it is the compassionate and highly personalised approach taken by staff

which has the most significant impact on people and their families.

We heard powerful examples of staff going above and beyond to create lasting memories for people and their families. One relative described being "*overwhelmed*" by the kindness shown when staff supported their husband to celebrate her birthday through flowers, a card, a special meal and friends visiting. This thoughtful and compassionate approach enabled the couple to share meaningful experiences together during an important stage of their lives.

The atmosphere throughout the service was one of warmth, inclusion and mutual respect, resulting in people experiencing not simply a place to live, but a genuine sense of home and community.



## Care & Support

Good

Care staff support people to communicate their wishes, make choices and take part in decisions about their care and daily lives. The service uses a person-centred approach which promotes people's rights, well-being and personal outcomes. We saw staff listen to people and respect their wishes and preferences. Staff support people to maintain their independence and do as much as possible for themselves. People told us they are treated with dignity and respect. Where restrictions on liberty are needed, appropriate Deprivation of Liberty Safeguards authorisations are in place, overseen by a designated lead who demonstrated awareness of recent legal developments and is working with the local authority regarding future requirements.

The service has effective arrangements in place to support people's health and well-being. Pre-admission assessments are completed and these help ensure the service can meet people's identified needs, with information gathered from people, their representatives and relevant professionals to inform care and support planning. Review of care records found comprehensive risk assessments are generally in place, including end-of-life planning and personalised information about people's preferences. Healthcare oversight within the service is well established, with regular GP rounds taking place weekly and strong multi-disciplinary working evident with district nurses, tissue viability nurses, speech and language therapists and other health professionals. Staff were recognised by a person and their family for their response during a recent critical incident, reflecting a caring and professional approach.

Oral healthcare is well supported as the service is part of the Gwên am Byth programme. This is a national oral health improvement programme in Wales aimed at enhancing oral hygiene and dental care for older people living in care homes. The clinical lead demonstrates a commitment to excellent wound management, evidencing positive outcomes for people through successful healing of complex wounds, supported by regular reviews with tissue viability nurses and care plans which are updated and agreed with families. Pressure area care is supported through regular checks of specialist mattresses and proactive management of equipment availability.

Medication management arrangements are robust, with appropriate staff competency assessments, using the Aneurin Bevan University Health Board assessment tool. Accurate records are maintained and safe medicine storage practices are in place. Electronic medication administration records help support safe medication administration practices.

People receive good-quality care and support from staff who are safely recruited, appropriately inducted and receive ongoing training to meet people's needs. People's representatives spoke positively about the care provided and told us concerns are addressed promptly. One person commented "*it's like from home to home, my sister is well looked after here*". This was supported by our review of records, which demonstrated positive partnership working and responsive

management of issues when identified. Feedback from staff, people using the service and their representatives was consistently positive, reflecting a strong, supportive culture and a shared commitment to delivering high-quality care. People described a welcoming and inclusive environment, with staff demonstrating effective teamwork, mutual respect and a person-centred approach to care and support.



## Environment

**Excellent**

The home environment is safe clean, warm, modern, welcoming, with evidence of recent redecoration throughout the service. There are appropriate identification checks in place and a visitor signing in book used to ensure only authorised individuals enter the service. People's bedrooms are spacious, all benefit from en-suite facilities, and are personalised with photographs, personal possessions and soft furnishings which reflect individual preferences and promote a sense of comfort, familiarity and ownership. The design and upkeep of the environment support people's wellbeing and help them achieve positive outcomes by providing attractive spaces in which to socialise, relax and maintain independence.

The home's bistro makes a significant contribution to its welcoming and community-focused culture. Centrally located and easily accessible, it provides a comfortable space where people, relatives and visitors can meet, socialise and spend quality time together. We observed families enjoying coffee and cake together in the garden and heard how the facilities are freely available and valued by those using them. Relatives also have access to secure garden areas, which were used for visits, wellbeing walks and outdoor activities, further supporting social connections and emotional wellbeing. People have access to an on-site hair salon twice a week, supporting their personal appearance, dignity and wellbeing. This enables people to maintain their usual routines, promote self-esteem and enjoy opportunities for social interaction within the home

Food hygiene arrangements are strong, with the service achieving the highest possible Food Hygiene Rating of 5 in October 2025. This provides assurance effective food safety and hygiene systems are in place and contributes to protecting people from food-related risks while promoting confidence in the quality of the catering provision.

Infection prevention and control measures are supported by two designated Infection Prevention and Control Champions (IPC), who promote good practice across the service. The service provider ensures the premises comply with relevant legislation and guidance. Health and safety systems are in place, including fire risk assessments, secure storage of hazardous substances and water safety checks such as legionella monitoring. Maintenance logs are available on each floor to record identified repairs and maintenance issues. These are reviewed daily, ensuring concerns are addressed promptly and helping to maintain a safe, comfortable and well-maintained environment for people.

Gas and electrical testing is completed within required timescales. Fire safety is managed, with fire drills and clear Personal Emergency Evacuation Plans (PEEPs) to support safe evacuation in an emergency. This demonstrates a proactive approach to fire safety and ensuring staff are prepared to respond effectively in the event of an emergency.



The leadership team within the service is highly visible, approachable promoting a positive person-centred culture. Feedback from staff and those using the service was overwhelmingly positive about both the manager and recently appointed deputy manager, who were consistently described as approachable, proactive and committed to achieving positive outcomes for people. Staff spoke positively about the support they receive and described a culture where they feel valued, respected and listened to. Examples of responsive leadership includes the manager attending the home on a day off to support the service during an electrical issue and sourcing additional fans during a period of hot weather to promote people's comfort and wellbeing.

The service demonstrates strong governance, leadership and oversight arrangements, with a clear focus on quality assurance and continuous improvement. Regular audits undertaken by the manager, deputy manager and RI, alongside robust monitoring systems, help ensure high standards of care are maintained and drive ongoing service development. The RI visits the service regularly and actively seeks feedback from people, relatives and staff to inform improvements. Quality of care reports are completed within required timescales and provide effective oversight of service delivery. We found governance systems are well established and support the monitoring of standards, management of risks and continuous review of practice, ensuring care and support remain responsive to people's needs, wishes and preferences.

Policies and procedures are current and reflect best practice The Statement of Purpose is reflective of the service provided. Leaders ensure policies and procedures are accessible and embedded through supervision, training and team meetings, promoting consistency, accountability and good standards of care.

There is a clear commitment to staff wellbeing, development and recognition. Staff have access to a range of health and wellbeing initiatives and spoke positively about recognition schemes which celebrate achievement and contribution. Staff consistently described the service as inclusive and supportive, where equality, diversity and individual differences are respected and valued. One staff member told us the service felt "*like my home*", reflecting the positive culture, strong teamwork and sense of belonging experienced throughout the organisation.

Recruitment processes are robust, with appropriate Disclosure and Barring Service (DBS) checks in place, including the timely renewal of these checks. Staff supervision arrangements are well established, and appraisals are up to date. All staff are registered with Social Care Wales, the work force regulator and hold relevant qualifications. Staff spoke positively about the guidance, supervision and accessibility of the management team. This supportive environment promotes staff wellbeing, confidence and retention, helping to ensure people receive consistent, high-quality care from a motivated and engaged workforce.

## 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.**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

**Welsh Government © Crown copyright 2026.**

*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](mailto:psi@nationalarchives.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*