



The Oaks



Larch Avenue , Shotton , Deeside , Shotton , CH5 1NF



01745777290



www.sapphirestreams.co.uk

The inspection visit took place on 17/11/2025

Service Information:

Operated by:	Sapphire Streams Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	26
Main language(s):	Welsh and 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:

The Oaks is a residential care home in the village of Aston, near Shotton. It is within close proximity to a range of local community amenities, such as local shops, church and doctors' surgery. There are links to public transport, including a train station in Shotton. The home is comfortable and homely, providing a good environment for people. The service provides support to people living with dementia, or other mental health difficulties or frailties. People achieve good wellbeing outcomes, as care staff know people well and are attentive to their needs. They ensure they receive good quality care and support, by following person centred care plans and assisting them to access health and social care professionals when needed. There has been a change of service provider since our last inspection of the service. They have identified and are making improvements to the service. The responsible individual (RI) and area manager are heavily involved in the service at present to ensure it is running smoothly and support any changes and improvements which are being made. They provide good leadership and management.

Findings:



Well-being

Good

People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's personal plans. People's independence is promoted, and they are encouraged to do things they are able for themselves, in line with their wishes. We saw people were able to choose where and how they spend their time. People have formed good relationships with members of staff who know them well. People and relatives, we spoke with, consistently told us the care staff are kind and friendly. We saw care staff were attentive to people's needs on the day of our visit. People have access to freshly prepared, home cooked food, and can ask for alternatives if they wish. A new menu has been recently introduced and this is being reviewed, with adjustments made as needed to suit people's preferences. There are activity coordinators in the service, and a variety of activities is available for people, if they wish to participate. We saw photos of themed parties and events. A pets as therapy dog visits the service regularly.

People are safeguarded from abuse and neglect. People and relatives know who the manager is and find them approachable if they have any worries or concerns. Relatives' meetings are held to discuss any changes and ensure relatives know who to approach if they have any queries. There are plans to increase the regularity of resident meetings, which will give people more opportunity to feedback on the running of the service. Where people lack capacity to make important decisions for themselves there are clear plans in place to support them. Those who lack capacity to make decisions about their accommodation and care needs are protected by Deprivation of Liberty Safeguards. This means they have access to a representative to ensure their voice is heard and rights are upheld.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are welcome at any time, and on occasion stay for mealtimes, enabling them to dine with people they are visiting. One member of staff speaks fluent Welsh, and some care staff speak basic Welsh. The service would ensure any people moving to the service who spoke Welsh had the opportunity to communicate in Welsh. Documents can also be translated into Welsh.

People live in accommodation which meets their needs. They can personalise their bedrooms to help them feel more at home. They have access to the specialist equipment they need and there are grab rails in contrasting colours to meet the needs of people with declining eyesight and dementia.



Care & Support

Good

People's personal plans are strengths based and outline how staff should support people to achieve their wellbeing outcomes. We found personal plans are clear and concise, and easy for care staff to follow to ensure people's needs are met in line with their individual preferences. Risks are assessed alongside support needs, with clear instructions in place for staff to follow to reduce risks affecting people. Personal plans and risk assessments are reviewed every three months. We saw kind and patient care delivered which was following people's personal care plans and meeting their needs. Health monitoring, such as food and fluid charts and repositioning are completed in line with personal plans. Care staff complete person-centred daily notes, capturing each individual's mood as well as any care delivered. People have one-page profiles, which give a clear sense of the person. These are either on display in people's rooms, or stored discreetly in the file, as per people's preferences. Thorough assessments are completed prior to admission to ensure the service can meet people's needs. A social care professional we spoke with told us the service meets the needs of people well and told us they. "*Can't fault it.*"

People are referred for care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. People are supported to access healthcare appointments, such as the dentist, optician and chiropodist. Healthcare professionals we spoke with told us the service has good communication with them and ensures their advice is followed. Care staff advocate for people when accessing healthcare services to ensure their needs are met.

People are kept safe from harm and abuse, ensuring all legal requirements are met. The manager has an open-door policy and care staff are confident to raise any concerns with them. Any incidents and accidents are carefully recorded, and when issues are identified we found these are investigated. Referrals are made to appropriate external agencies as required, such as the local authority safeguarding team. Staff are trained, understand and implement safe practices to prevent infection. There are good supplies of personal protective equipment which is used appropriately by staff. We saw the service was clean and tidy throughout.



Environment

Good

People benefit from a comfortable, well-lit environment, and have plenty of suitable furnishings to meet their needs and preferences. Since taking over, the service provider has planned and implemented building and furnishing upgrades. The RI regularly visits the service and identifies areas for planned improvements as part of these visits. There is currently some building work being undertaken to extend the service. We found this is having minimal impact on people and appropriate risk assessments are in place regarding the building work. People have several communal areas in which to sit and socialise or relax quietly, which are homely and comfortable. There is a secure garden which is accessible, and we saw someone make use of the outdoor seated area on the day of inspection. People can personalise their rooms, and we saw people had brought photos and objects of sentimental value to help them feel at home. People can move around the home as independently as possible with the use of grab rails, and specialist equipment.

Regular servicing, maintenance and immediate repairs of facilities ensures the safety and wellbeing of people using the service. We saw evidence of gas and electrical safety certification. Electrical, fire and water safety checks are completed to ensure the service is compliant. Fire risk assessments are completed by an external provider, and we saw fire safety equipment is regularly tested. People have clear and detailed personal emergency evacuation plans in place and these are stored in a grab file which can easily be accessed in the event of an emergency evacuation. We saw specialist equipment is checked and serviced to ensure it is working properly. The manager completes a monthly health and safety audit of the service. The building is safe and secure, and we were asked to sign in and could not enter until we had identified ourselves.



Leadership & Management

Good

People achieve their personal outcomes because the provider makes sure there are enough suitably qualified and trained staff to deliver support. New staff undergo recruitment checks, including thorough reference and disclosure and barring service checks. They are required to register with Social Care Wales, the workforce regulator. Care staff receive regular supervision and an annual appraisal, to consider their training and development needs. The manager has completed additional training which is appropriate to their development in a management role. This includes train the trainer for moving and handling, meaning they are able to deliver this training directly to their team. The manager holds regular staff meetings which provide an opportunity to share updates and for staff to share any issues or concerns. Dependency assessments are completed to determine the level of care and support each person requires and determine the number of care staff required to meet their needs.

There are effective quality monitoring systems including audits of care and support provided, and visits to the service by leaders. The service provider has ensured the new manager is well supported in their role, with the area manager providing support. The manager completes monthly audits ensuring a good quality care and support is delivered to people, including medication and infection control audits. They have systems in place to monitor, and analyse falls, accidents and incidents for patterns and trends. The RI has completed a thorough mock inspection which identified areas for improvement. Many of the improvements they identified had been implemented by the time of our visit. The RI is heavily involved in the service and currently visits two to three times a week. They make formal three-monthly visits to the service and ensure they speak to people and/or relatives and staff for their views. Their visits include inspecting the premises and reviewing a selection of records. Their reports clearly detail the environmental improvements that have been identified and made to the service. They also complete a six-monthly quality of care review, which considers what is working well and any areas for improvement. The service has been successful in achieving accreditation with the local authority for their work on producing person-centred personal plans for people. This means the service is working closely with people and families to ensure they successfully identify the person-centred outcomes they wish to achieve.

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.

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