



Oak View Nursing Home



Oak View Nursing Home, Southend Terrace Pontlloftyn, Bargoed, CF81 9RN



01685707031

Date(s) of inspection visit(s):

10/04/2025, 16/04/2025

Service Information:

Operated by:	Oak View Pontlloftyn Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	16
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:

Oak View Home is situated in Pontlloftyn, a village located in the county borough of Caerphilly. It provides specialist 24-hour nursing care for up to 16 people aged 18 and over. According to its Statement of Purpose (SoP), the home offers care and accommodation for individuals with mental health needs, learning disabilities, dementia, and complex and/or challenging behaviour.

People using the service are happy with the support they receive and experience good well-being outcomes. A well-trained and diverse staff team, with a mix of skills, knowledge and experience, delivers good care and support. People also benefit from a good environment which is pleasant, well-maintained and meets their needs.

The leadership and management of the service is good. They have good systems to oversee the day-to-day running of the service and to monitor the ongoing quality of care. In addition, we saw following the previous inspection, the responsible individual (RI) and manager took prompt action to address identified areas for improvement, demonstrating a commitment to continuous development.

Findings:



Well-being

Good

People live healthily and safely, with control over their lives. The service provider gives clear information to individuals and their representatives who may be considering the service. If they are interested, the provider assesses people's care and support needs and expectations in order to determine whether it can meet these. People living at the service have choices about the care and support they receive. They are encouraged to express what matters to them, how they wish to spend their time, and how they feel about the support provided. Our observations, discussions with staff, and review of records show that care is tailored to each individual and reflects their personal preferences and needs. People are also encouraged to express their view collectively during weekly residents' meetings. We noted people were listened to when they gave feedback to the chef about food portions and choice of meals.

People are supported to stay physically and emotionally as healthy as possible so they can enjoy meaningful activities and experiences. This includes access to a nutritious and balanced diet and support with medication. We also found nurses complete referrals for appropriate care and treatment when necessary and recommendations for care and treatment by other professionals are carried out as directed.

People are safe and protected from abuse and neglect. Staff are trained in safeguarding and follow clear policies and procedures. Risk management plans are regularly updated to promote both safety and independence. The manager works with relevant agencies to ensure that any restrictions on a person's liberty are in their best interests. Medication is stored and administered safely through robust systems. Recruitment checks are thorough, giving people confidence that staff are appropriately vetted. Each person has a designated primary nurse to discuss their health and well-being, and people also access independent advocacy services.

People are supported to build and maintain safe, healthy relationships. They participate in a variety of activities both within the home and in the community. An activity coordinator arranges group and individual sessions, and the home provides transport. People told us, and we observed, they look forward to and value these activities. The accommodation includes both indoor and outdoor spaces, giving people the choice to spend time alone or with others.



Care & Support

Good

People receive good quality of care and support to enable them to achieve their personal outcomes. Each person has a set of care documentation which includes information gathered before they began using the service, their desired personal outcomes, and detailed guidance for staff on how to support them in achieving these goals. It also contains risk assessments and records of daily care and support. People are encouraged to take part in monthly reviews of their personal plans. During these reviews, they can share what is working well, what isn't, and what they would like to do in the coming month.

Our observations show healthcare support workers and nurses know the individuals they support very well and have a strong understanding of their needs. We witnessed many natural, friendly interactions and genuine connections. Staff used the most effective communication methods for each person and delivered care and support in line with their personal plans. Since the last inspection, we noted improvements to the personal plans, which now better reflect staff's in-depth knowledge of each person's needs and interests. We also discussed with the RI and manager their ongoing efforts to ensure that these plans are as comprehensive and specific as possible.

People are protected from harm and abuse. They are supported by skilled and competent healthcare support workers and nurses who help them achieve their personal outcomes using the least restrictive approaches. Staff use distraction techniques, meaningful activities, and empathy to respond sensitively to changes in behaviour or emotional distress. When safety concerns arise, they are reported and investigated promptly, with lessons learned to improve future practice. Medication is managed safely, with comprehensive audits ensuring consistency and high standards. Infection risks are minimised through rigorous cleaning and hygiene practices. The premises and equipment are kept clean, and the home has been awarded a rating of five (Very Good) by the Food Standards Agency for its food hygiene practices.



Environment

Good

People live in a well-maintained environment with appropriate facilities and equipment that support their well-being and lifestyle choices. The home is welcoming and clean, with its design promoting privacy, dignity, and flexibility. People have access to private spaces, communal areas, and places to entertain visitors. Communal areas include a dining room, conservatory, and several lounges. Bedrooms are personalised to reflect individual needs and interests. Bathrooms and toilets are designed to ensure privacy, safety, and accessibility. Secure and accessible outdoor areas are also available, and we observed people enjoying various communal spaces. The dining room and conservatory have a homely feel, with personal items, games, and crafts on display. One smaller lounge is equipped as a sensory room, featuring a range of lighting and sound effects.

The service has strong systems in place to identify and manage health and safety risks. These include robust visitor sign-in procedures, regular safety checks, equipment servicing, and prompt maintenance. During the inspection, all areas were clean and clutter-free. People were able to navigate the home safely and access necessary equipment with ease. Security measures are in place to protect residents without compromising their rights, privacy, or dignity.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective governance, oversight, and organisational systems in place to ensure smooth operations and high-quality care. A manager registered with Social Care Wales (SCW) oversees the day-to-day running of the service. They are supported by senior staff, including a nurse who leads on medication management. The RI maintains regular oversight, visits the service frequently, and supports the manager in their role. The RI has robust quality monitoring systems in place, including regular audits and feedback collection from people using the service, their relatives, and staff. These are carried out at the required frequency, and the necessary reports are completed. We noted that the manager, deputy manager, and RI used the findings from the last inspection as a learning opportunity. As a result, they revised their recruitment checks and reviewed the induction process for new staff, aligning it more closely with the All Wales Induction Framework (AWIF). The service provider ensures that timely notifications are sent to relevant authorities in the event of significant incidents. This helps ensure that appropriate actions are taken promptly to safeguard individuals and maintain the quality of care.

People are supported by staff who have the necessary expertise, skills, and qualifications to meet their care and support needs. Following the last inspection, the RI introduced a new procedure to strengthen the selection and vetting process for hiring staff. This ensures that all new recruits are both qualified and trustworthy. Recruitment records for staff hired since the implementation of this procedure show that comprehensive checks are now consistently carried out. People achieve their personal outcomes, as the service maintains a sufficient number of suitably qualified and trained staff to deliver high-quality care and support. The use of agency workers has decreased, contributing to greater continuity of care. Staff are well supported through a structured induction as well as through ongoing professional development. This includes leadership and management training for senior staff. Improvements have also been made to the frequency and structure of staff supervision. All staff undergo regular checks to ensure they remain fit to work and are appropriately registered with relevant professional bodies. The management team actively monitors staff qualifications and training to maintain high standards across the service.

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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