Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## The Oaks Respite Services

Port Talbot

01639 410904

https://shinecymru.co.uk/respite-services

**The inspection visit took place on 08/07/2026**

## Service Information:

| | |
|---|---|
| Operated by: | The Oaks Respite Services Ltd |
| Care Type: | Care Home Service<br>Adults Without Nursing |
| Provision for: | Care home for adults - with personal care, Provision for learning disability |
| Registered places: | 4 |
| Main language(s): | English |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:

| | |
|---|---|
| Well-being | Excellent |
| Care & Support | Good |
| Environment | Good |
| Leadership & Management | Excellent |

## Summary:

The Oaks Respite Services is based in the Cwmavon area of Port Talbot and provides respite and long-term care for people. People receive a highly person-centred service where their well-being, independence and aspirations are consistently promoted. People experience excellent well-being outcomes and are supported to live safely, happily and with dignity.

People receive good care and support from a stable, skilled and committed staff team who know them exceptionally well. Personal plans are comprehensive and outcome focused, with clear involvement from people and those important to them.

People live in a welcoming and homely environment where they are encouraged to make choices and maintain control over their daily lives. Bedrooms are personalised, communal areas are comfortable, and the outdoor spaces are spacious and accessible. Robust risk management arrangements help keep people safe whilst supporting their independence.

Leadership and management arrangements are excellent. The responsible individual (RI) and registered manager provide effective oversight through comprehensive quality assurance systems,

continuous monitoring and a clear focus on improvement. Staff consistently told us they feel supported and valued.

# Findings:

## Well-being — Excellent

Well-being at the service is rated as Excellent. People experience exceptionally person-centred Support, live healthily and safely with control over their lives and are supported to make choices about matters that are important to them. Throughout the inspection, people were observed to be relaxed, comfortable and confidently directing their daily lives within a warm and homely environment. People choose how to spend their time, with access to meaningful activities tailored to their interests, aspirations and preferences. Weekly activity planners are developed by people around their personal choices, and they are fully involved in decisions that affect their lives. We saw innovative initiatives and a culture that places people at the centre of all decisions. Staff work flexibly and creatively to ensure support is responsive to changing needs, enabling people to achieve the best possible outcomes while maintaining maximum control over their lives.

There is a strong culture of safety within the service, where people's rights and dignity are consistently prioritised. Highly detailed personal plans, risk assessments and support strategies provide staff with clear guidance about how to support people safely whilst promoting independence and positive risk taking. Records demonstrate robust oversight of incidents, with effective analysis, reflection and timely updates to support plans when required. Safeguarding processes are well understood throughout the organisation, with staff demonstrating confidence in recognising, reporting and responding to concerns.

Safe and healthy relationships are encouraged, and people are supported to maintain important connections with family members, friends and their wider community. The service demonstrates exceptional consideration of compatibility when supporting people to live together, carefully planning introductions and transitions to ensure positive experiences for everyone involved. Feedback and records show people and their representatives are actively involved in planning and reviewing care, fostering trusting and meaningful relationships. Staff speak passionately about the people they support and consistently go above and beyond to help individuals achieve positive outcomes. Examples seen during the inspection demonstrated effective partnership working with families and external professionals, resulting in successful transitions and significantly improved experiences for people.

People live in a welcoming, homely environment that promotes comfort, independence and choice. Bedrooms are personalised to individual preferences, and people receiving respite can choose their preferred bedroom for their stay. Accessible outdoor areas enhance well-being. The service is well maintained, with regular safety checks and ongoing environmental improvements.

## Care & Support — Good

Care and support at the service is rated as good. People receive the quality of care and support they need to achieve their personal outcomes because care is designed around their individual needs, preferences and aspirations. Personal plans provide comprehensive guidance for staff and cover all aspects of people's lives, including communication, emotional well-being, healthcare and social interests. Records seen show regular reviews, meaningful involvement from family members and clear documentation of achievements and progress towards personal goals. Relatives told us, *"This is a wonderful service, my relative looks forward to each visit and I know he is in safe hands"* whilst another said, *"It's the best decision we have made for our relative, he is very happy there".*

Staff demonstrate a strong commitment to delivering care that reflects each person's unique circumstances, with one staff member describing the service as providing *"person centred care, really tailored to each person that stays here."* The service works collaboratively with external professionals to achieve positive outcomes. An involved professional told us, *"People are extremely well cared for, supported with dignity and respect, and enabled to achieve positive outcomes through a high standard of support".*

The service has appropriate arrangements in place to safeguard people and promote their safety. Individual risks are identified, assessed and managed through detailed risk assessments and support plans, which are regularly reviewed. Staff demonstrate a good understanding of safeguarding procedures and are confident in recognising and reporting concerns. Records seen show incidents are managed appropriately, with clear follow-up actions and amendments to care documentation where required.

Systems for the management of medication are organised and effective. Medicines are stored securely; administration records are accurately completed and there is evidence of regular auditing to maintain oversight of practice. We reviewed medication records and found people are receiving their medicines as prescribed. Staff responsible for administering medication receive training and competency assessments to ensure they can undertake this role safely. Daily and monthly checks contribute to effective monitoring arrangements and help identify any issues promptly. These processes support positive outcomes by ensuring people receive their medicines safely and consistently.

People's risk of infection is minimised. Staff follow effective infection prevention and control practices and the environment is clean, tidy and well-maintained. Appropriate cleaning schedules, housekeeping checks and regular environmental audits provide assurance that infection risks are effectively monitored. There is a proactive approach to maintaining high standards, ensuring people can live in a comfortable environment where their health and well-being are protected.

## Environment

Good

The environment is rated as good and is welcoming, homely and thoughtfully designed that promotes comfort, independence and well-being. Throughout the inspection, the home was observed to be clean, well-presented and relaxed, with people moving freely around the service and accessing different areas as they wish. The environment offers a balance between privacy and social inclusion, with comfortable communal areas where people can spend time together, alongside quieter spaces when individuals wish to have time to themselves. Bedrooms are personalised and thoughtfully decorated, reflecting people's individual tastes and preferences and enhancing their sense of belonging. People receiving respite care are encouraged to bring their personal belongings and to choose which bedroom they would like to stay in. People also benefit from access to an attractive garden area which can be used whenever they choose, supporting independence, relaxation and opportunities to enjoy outdoor space. The provider continually invests in the environment and makes necessary improvements, ensuring the accommodation remains suitable, welcoming and responsive to people's changing needs.

There are effective arrangements in place to ensure the environment remains safe, well maintained and fit for purpose. A comprehensive programme of routine safety checks, servicing schedules and maintenance audits helps identify and address potential risks at an early stage. Records seen demonstrate essential health and safety systems are regularly monitored, including weekly fire alarm tests, emergency lighting checks, fire door inspections, water temperature monitoring and evacuation route assessments. Additional routine checks are completed on moving and handling equipment, hoists, slings, housekeeping standards and medication storage areas.

Annual and periodic servicing of key systems are undertaken, including gas safety inspections, electrical testing, fire safety equipment servicing, legionella monitoring and emergency lighting certification. Fire risk assessments are reviewed and updated, and regular fire drills are completed to help ensure staff remain prepared to respond effectively in an emergency. The service also benefits from dedicated maintenance arrangements, with ongoing oversight of repairs and environmental improvements. We found equipment was appropriately maintained and stored, and certificates viewed confirmed required inspections had been completed within expected timescales. These robust arrangements demonstrate a proactive approach to risk management and provide assurance that people live in an environment where health and safety risks are effectively identified, monitored and reduced, enabling them to achieve positive well-being outcomes in a safe and comfortable setting.

## Leadership & Management — Excellent

Leadership and management of the service is Excellent. The service benefits from strong and highly effective leadership that places people's well-being and outcomes at the centre of its culture, planning and decision making. The RI and registered manager have developed robust systems of governance which provides excellent oversight of the service and promote continuous improvement. Quality assurance processes are extensive and include regular audits across key areas such as safeguarding, accidents and incidents, infection control, dignity, mealtimes, medication management, maintenance and health and safety. Quality of care reviews completed by the RI identify areas for development and ensure required actions are progressed, enabling the service to continually evaluate its performance and respond effectively to the changing needs of people.

The RI and manager work in the service daily, and work flexibly to meet the needs of people. They demonstrate an exceptional understanding of people along with outstanding, compassionate support for staff. Staff consistently describe management as visible, supportive and fully committed to both people using the service and the workforce. One staff member told us, *"Our management are excellent"* whilst another said, *"Management are supportive and I am proud to be part of the team*". Staff described communication systems as highly effective, with regular meetings and handovers, ensuring information is shared promptly. Staff told us they have confidence in the leadership team, saying managers are responsive, approachable and willing to provide practical support whenever required. This culture of openness promotes accountability, encourages learning and creates an environment where staff feel valued and empowered to deliver high-quality care.

People benefit from support provided by a stable, experienced and knowledgeable staff team who know them exceptionally well. Staff retention is very good, providing continuity and consistency. Recruitment processes are robust, ensuring suitable staff are employed safely. Training compliance is high and staff are provided with ongoing opportunities to develop their knowledge and skills through mandatory and specialist training. Staff spoken with described training as continuous and meaningful, with one commenting, *"Training is constant, mainly online, there is always something to read and learn."* Records demonstrated staff receive supervision, appraisals and regular support meetings, enabling them to reflect on practice and continue developing professionally. Leaders actively promote learning and encourage staff to undertake recognised qualifications, further enhancing the quality of support available to people.

Staff demonstrate a thorough understanding of people's individual needs and a commitment to tailoring support around each person. Those spoken with are passionate about achieving positive outcomes for people.

# 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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