



Inspection Report on

The Oaks Respite Services

Port Talbot

Date Inspection Completed

27/10/2024

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About The Oaks Respite Services

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Oaks Respite Services Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	27 October 2024
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

The Oaks is a welcoming and homely respite service that provides residential short breaks to young people as well as long term residential placements. The service actively promotes independence and encourages people and their families to be involved in their care and support.

Thorough assessments are completed before a service is provided to ensure people's needs can be met. There are up to date personal plans in place which reflect the person well and are developed because of these assessments. The service employs a skilled staff team who are appropriately trained to meet people's needs. The Responsible Individual (RI) and management team have a strong presence in the service and support staff through formal and informal discussion. Staff feel confident in their roles. People appear relaxed and comfortable and can do the things that matter to them. We saw staff contributing to the wellbeing of people through warm and sensitive interactions.

The environment is pleasant, secure and well maintained and we saw people making good use of the space. There is good governance by the RI which drives improvements and ensures people's needs are met.

Well-being

People have a voice and are treated with dignity and respect. We saw positive, relaxed and warm interactions between staff and people. People told us they felt safe at The Oaks and are fully involved in decisions about their care and support. People are supported to maintain existing skills and develop new ones. This is clearly documented in their personal plans and care logs. Staff are trained to use effective methods to communicate with people and information is provided in a suitable format. Staff know the needs of people, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised.

People can do the things that matter to them, and they can get involved in new and old hobbies and interests. We found people's needs and wishes reflected within personal plans. People can access facilities in the local community with support and we saw people enjoying this. The RI considers how effectively the service supports people to achieve their goals during formal and informal visits.

The service has systems in place to help protect people from harm. The service recruits staff safely and completes appropriate background checks prior to staff commencing work. Staffing levels on the day of inspection were sufficient and people experience good continuity of care from a core group of staff. Staff have the required knowledge and skills to support people safely and positively, and they told us they work well as a team. There are up-to-date policies and procedures to support safe practice. Staff know how to report concerns regarding people's welfare and managers are very approachable and responsive to feedback. The RI closely monitors the service to ensure good standards are maintained.

People are supported in an environment that promotes their well-being. The Oaks is a spacious, homely and well-maintained service. There are communal areas where people can relax and socialise. The environment promotes independent living, and people told us they are supported and encouraged to develop these skills. People told us they like staying at The Oaks and enjoy having the opportunity to see existing friends and meet new ones. They also said they enjoy having a choice of which bedroom they would like to stay in. Mandatory Health and Safety Checks and service certificates were seen and are up to date.

Care and Support

People are supported in the way they prefer with personal plans and risk assessments that reflect their needs. An initial assessment is completed with people and their families before care and support is provided. This captures people's needs and aspirations and is used to develop the personal plan. We found people's needs and wishes clearly reflected within personal plans. Personal plans reflect the person well, are up to date and reviewed regularly. Risk assessments are available and correspond to these plans. People and their families told us they were very involved in the review of these plans and are consulted with frequently by the service. Family members said, *"I have lots of updates, I trust them, they constantly ask for my input about the care plan"*.

People can do the things that matter to them and make them happy. We saw people carrying out activities they enjoy and had a choice of where they wanted to do them. People told us they enjoyed being able to choose which bedroom they would like to stay in. People are encouraged by the service provider to bring their belongings with them for their stay. We saw people making full use of this and had many of their personal belongings with them. People told us they have made good relationships with the staff and other people using the service and looked forward to their stay. People said, *"it's great here, staff are really good and fun"* and *"I like it here, I get to see my friends"*.

There are systems in place to safeguard people using the service. Staff receive safeguarding training and those spoken with have good knowledge of their responsibilities and how to report concerns they may have. There is a safeguarding policy in place which is reviewed as required. The service is secure, and visitors are managed through an electronic sign in system. The environment is clean, and health and safety measures implemented to reduce risks and hazards to people, staff and visitors.

The service promotes hygienic practices and manages risk of infection. We saw there are good infection control measures in place. Policies and procedures are in place to prevent the spread of infection and are reviewed routinely. Staff receive training in infection control and demonstrate a good knowledge of their responsibilities regarding this.

Environment

Care and support is provided in a location and environment that promotes achievement of personal outcomes. We found all areas of the service to be clean, uncluttered and pleasantly decorated. There are communal areas which are spacious, bright and welcoming where people can relax and socialise. We saw people enjoying these spaces doing things that interest them, and they enjoy. Furnishings and equipment are good quality and in a good state of repair. We saw each bedroom and were told people can choose which bedroom they would like to use during their stay. Bedrooms are neutrally decorated but people are encouraged to personalise them during their stay with belongings they choose to bring with them. Adaptations and equipment are available where needed. We saw that manual handling equipment is available and regularly maintained and serviced. There is a large garden which people can access freely, and we were told people make good use of this area, particularly in warmer weather. There are arrangements in place to ensure any repairs or maintenance required are identified and actioned swiftly.

The service provider has procedures in place to maintain the environment and mitigate risks to health and safety. The service has a keypad entry system in place and an electronic sign in for visitors. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw daily, weekly, and monthly checks in place to ensure the service remains safe for people. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. A fire drill had taken place recently. Water temperature checks are taken routinely and documented. Personal Emergency Evacuation Plans (PEEP's) are in place for people. The home has a current food hygiene rating of 5 (very good). We saw appropriate storage and control of substances hazardous to health (COSHH). These were kept in a designated locked area and risk assessed. Externally, there are security lights and an alarm along with CCTV cameras to ensure security is enhanced.

Leadership and Management

The provider has good governance arrangements in place to ensure the smooth operation of the service. The RI is heavily involved in the service and works closely with people, their families and staff. They engage with a range of stakeholders which informs their regulatory visit reports and their quality of care reviews. These are completed to a high standard and give a good overall picture of the performance of the service. Areas of improvement are identified and actioned promptly. The RI is supported by an experienced and dedicated manager who is committed to driving improvements within the service. This is achieved through regular auditing and swiftly addressing any shortfalls, along with seeking feedback from people, their families and staff and acting upon this.

The service provider has oversight of financial arrangements and investment in the service. The environment is well maintained, and the manager told us there is continuous investment to maintain the service to a high standard. Staffing levels are sufficient and are kept under review as people's needs change. Staff told us they feel they have enough time to spend with people and can support them the way they prefer and to do the things they enjoy.

People receive care and support from a competent staff team who have appropriate knowledge and skills. Staff files contain evidence of appropriate recruitment and background checks. Up to date Disclosure and Barring Service (DBS) checks are in place. All staff receive comprehensive induction training when starting in their roles followed by ongoing training. Additional specialist and service specific training is provided to staff, including training in different methods of communication, such as British Sign Language. Staff spoken with told us they can ask for further training if they feel they need it.

The service has a committed staff team who feel supported in their roles. We saw that staff receive regular supervision, appraisal and wellbeing discussions. Team meetings are regularly held, and two-way discussions are actively encouraged and promoted. We spoke with staff who consistently told us they feel highly valued and supported in their roles. Staff told us *"the teamwork here is fantastic, we work well together"* and *"the RI and manager are very supportive"*.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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