Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Oakwood Nursing Home

Oakwood Nursing Home, Hazel Drive, Aberdare, CF44 8DB

01685881210

www.carehome.co.uk

Date(s) of inspection visit(s):

09/04/2025

Service Information:

Operated by:	Cwmdare Home Ltd
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 mental health
Registered places:	43
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:

Oakwood Nursing Home provides personal care and nursing care to up to 43 people. The home is situated in a quiet, residential area, with amenities and transport links nearby.

People's wellbeing outcomes are good because people are given care and support by nurses and care staff who know them well and can anticipate their needs when necessary. There is an activities co-ordinator on site who is enthusiastic about engaging people and providing them with stimulation and entertainment. Care staff spend time with people when they can. People's care outcomes are good because care documentation supports the support being given in practice. Health needs are met in line with guidance from external professionals. The environment is good because it is safe, accessible, and suitable to meet people's needs. People's outcomes are good because the service has good leadership and management. Nurses and care staff are suitably vetted, trained and supported. The Responsible Individual (RI) has oversight of the service and supports management to maintain the quality of care being provided.

Findings:

Well-being — Good

Many people are treated with dignity and respect. We observed interactions between staff and residents and found them to be warm, friendly and respectful. One person told us: *"the staff here are very good, they're busy but they are helpful to me as soon as they have time"*. We saw care staff sitting and talking with people in the communal areas when they had time in between tasks.

People are offered choices in daily activities. Planned activities and impromptu interactions with staff and others help ensure individuals maintain a positive sense of personal well-being. There is a recently recruited activities co-ordinator who works with a second co-ordinator providing and supporting people with small games, light physical activities and crafts in the communal areas. Additional external entertainers are organised for concerts, parties or fetes in the home. Where possible, staff support by taking people out into the community in nice weather.

People are safeguarded from abuse and neglect. All staff complete safeguarding training with regular refreshers to keep people's safety in the forefront of their minds. There is also a safeguarding policy available at the service to underpin good practice. Relevant incidents, or concerns, are referred to the Local Authority safeguarding team as required, with actions taken to minimise risk where needed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. People's care plans contain information about their life history, their communities and families and social networks. Visitors are encouraged and made welcome in the home. Relative and representatives are kept informed of any issues or changes in a person's needs or behaviour, to be able to help support that person and make decisions in their best interests if required.

People live in accommodation which meets their needs. The home is purpose built and has suitable space, equipment and facilities to support people to achieve good wellbeing outcomes.

Care & Support — Good

Most people receive consistently good quality care because the provider thoroughly assesses their needs before agreeing to provide a service. Pre-admission assessments and Local Authority care plans provide relevant information for detailed service-specific care plans once someone has moved into the home. These are reviewed and amended regularly as people settle and their needs change. We saw evidence that people are referred for appropriate care and treatment with external professionals such as speech and language therapists, dieticians or occupational therapists at the right time. Recommendations for care and treatment by these professionals are incorporated into people's care plans and the guidance followed by nurses and care staff on a day to day basis. Re-referrals or reviews are requested if the person's needs change.

People's liberty is protected in line with legislation. When people do not have the mental capacity to make a decision in their own best interests, the service applies for deprivation of liberty safeguards, which are determined by an independent professional and reviewed regularly to make sure they remain appropriate.

People receive their medication as prescribed in accordance with national guidelines and service policy. Medication is consistently stored as required to ensure its efficacy and safety. Nurses administer medication to all people living in the home. If people who do not receive nursing care require additional health input, this is referred to community nurses for the support that is needed. Medication processes are audited regularly to identify any possible errors and act accordingly, and there is a medication policy in the home to underpin good practice.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean. Personal protective equipment (PPE) is used for close contact care and health interventions and is disposed of correctly. There is a team of domestic and laundry staff who ensure the environment remains clean and tidy.

Environment

Good

People have access to a variety of different communal and private spaces. Oakwood has two floors, both of which have lounges and dining areas that people can use for communal time. Each person has their own bedroom, all of which are a suitable size and decorated in a homely way. People bring their belongings in with them when they move to make their personal spaces more familiar. The service provider ensures people have suitable furnishings and equipment to meet their needs. Profiling beds, specialist chairs, and moving and handling equipment are all available in plentiful supply for those who need them. There is a secure and accessible outside space, which is used when the weather is good.

The home is safe, and secure to unauthorised visitors. Health and safety checks are completed daily by the full-time maintenance worker on site. Regular servicing, maintenance and immediate repairs of facilities by either the maintenance worker or external contractors ensures the safety and wellbeing of people using the service. The entrances to the home are locked to prevent unauthorised access. Visitors have to make themselves known to staff on arrival and sign in and out of a visitors' book.

Leadership & Management — Good

People are supported by suitable numbers of staff to be able to meet their needs. Staffing levels are good when shifts are fully staffed. On the day we visited, we saw there were suitable numbers of care staff to complete all necessary tasks and have some time to sit and spend with people. One staff member told us: *"when we are full on a shift it's great. We all work together well. When people call in sick it can be more difficult, although [manager] does always get agency staff if we need them"*.

Staff recruitment includes all required checks and vetting, and nurses and care staff are both registered with their workforce regulators. Staff qualifications and trainings are monitored by managers and leadership in the service. We saw some gaps in training refreshers, which were being addressed. The manager provides in house manual handling and pressure care training. Staff have regular one-to-one supervision sessions with their line manager at least quarterly, and an annual review.

There is appropriate information available to staff, and shared with agencies, to underpin good practice. The provider's policies and procedures are appropriate and proportionate to the needs of people supported. These policies are reviewed and updated regularly, and all staff have access to them should they need. The service provider ensures timely notifications are sent to relevant authorities in the event of significant incidents in the service. The manager and nurses work with Local Authority teams, and Local Health Board to provide a holistic package of care to people.

The RI has oversight of the service, and the events that occur. Quarterly monitoring visits are completed as required, and these feed into a biannual quality of care report which identifies the strengths of the service and the areas that require improvement. The manager has regular telephone calls with the RI and reports no concerns with the support they receive from them.

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.

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