



Oakley House



11 Mary Street, Porthcawl, CF36 3YL



01656783203

The inspection visit took place on 29/04/2026

Service Information:

Operated by:	Positive Lifestyles (Porthcawl) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting 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:

Oakley House is a care home in Porthcawl, offering care and support for up to five people with learning disabilities and/or mental health needs.

People experience good well-being outcomes. They are supported to maintain their health and well-being, are treated with dignity and respect, and feel safe. People have choice and autonomy over their daily routines and enjoy a broad range of activities.

The care and support provided is good. Care staff are knowledgeable about people's lives, routines and preferences. They have clear information to provide the right care at the right time. There are robust systems in place for safeguarding, medication management and infection control. At the last inspection, improvements were identified in care and support and it is positive to see these have been achieved.

The environment is good. It is safe and supports the needs of people living at the service.

Leadership and management are good. There is strong oversight and expectations of standards are communicated clearly. Care staff receive appropriate training, recruitment practices are effective and governance arrangements support the smooth running of the service.

Findings:



Well-being

Good

People achieve positive well-being outcomes and experience consistently good support at Oakley House. Care staff support people to live in a way that reflects their individual preferences and needs. Strong person-centred practices are embedded in the culture of the service. We saw people making choices about their living environments, reflecting different preferences and approaches to personalising their space. This shows people feel listened to and have a sense of ownership and belonging in their home.

People have meaningful choice and independence in their daily lives. They decide how they spend their time, including accessing the community, remaining at home, or maintaining relationships with family members and partners. Families told us the care staff, *“support people to do what they want to do – they are absolutely brilliant”*. Positive risk-taking is promoted, enabling people to develop and maintain important relationships. The location of the service supports access to the local community, and care staff encourage people to go out independently where appropriate. Staff provide reassurance when needed while respecting people’s autonomy. This promotes independence, dignity and confidence, helping people feel secure and in control of their daily lives.

Care staff support people to maintain strong relationships with their families, which play an important role in well-being. Open visiting arrangements are in place. Relatives told us they feel welcome and involved. Families described the service as feeling like *“family”* and said they have confidence that their relatives’ needs are met.

Care staff support people to maintain their physical, emotional and mental health. We saw prompts and observations used effectively to recognise changes in people’s presentation and respond appropriately. We heard how care staff adapted their approach to meet changing needs, including supporting one person during a period of increased need. This ensured continuity of care and emotional support, placing people at the centre of planning.

People live in accommodation that supports their well-being. The environment is comfortable and homely, and people personalise their rooms. There are enough communal areas for people to socialise or spend time alone. This helps people feel relaxed, comfortable and at ease in their home.



People experience consistently good quality care and support. Personal plans are detailed and provide clear guidance for staff to meet people's needs. Additional assessments support tailored care and promote consistency. Behaviour support plans are clear and structured. They identify triggers and outline proactive, reactive and post-incident strategies. This enables care staff to respond consistently and appropriately to changes in behaviour and shows a well-embedded approach to supporting people safely.

Care staff know the people they support well and provide consistent, responsive care. We observed a knowledgeable and committed staff team who understand individuals' needs and preferences. Care staff interact in a calm, respectful and adaptive way. Families spoke positively about the service, with one stating, *"the staff are absolutely amazing,"* and another noting staff *"know [their relative] like the back of their hand."* These views reflect our observations of a caring and capable staff team.

People are supported to achieve positive outcomes and live meaningful lives. Records show individuals develop independence and work towards personal goals, including accessing community opportunities and taking part in activities that reflect their interests. Care is flexible and centred on what matters to each person. One relative told us their family member's *"day is full,"* with a *"fulfilled life"*, demonstrating the positive impact of care provided.

Care documentation supports consistent care delivery. Daily records provide clear accounts of support, including health, routines, behaviour and social contact. This gives a full picture of each person's day. Care staff review and update records regularly to ensure they reflect people's current needs. Documentation also shows effective oversight of health appointments and involvement from professionals.

The service applies safeguards appropriately while promoting independence. Where people lack capacity, Deprivation of Liberty Safeguards (DoLS) authorisations are in place and reflected in care plans. Care staff show good understanding of these arrangements and their safeguarding responsibilities. Staff support positive risk-taking so people can build independence while remaining safe.

Medication is managed safely through organised systems, audits and staff competency checks. Clear processes support safe administration and oversight. Staff support people to access health services and work effectively with multi-disciplinary professionals to meet their needs.

Care staff support people with daily living tasks. People are involved in planning and preparing meals. Mealtime arrangements reflect individual preferences and encourage social interaction. Infection prevention measures are effective. Care staff follow cleaning schedules and maintain a

clean and hygienic environment.



Environment

Good

People live in an environment that is safe, suitable and supports their needs. The service provides a homely setting within a typical domestic property, which promotes a sense of normality and inclusion within the local community. People have personalised spaces that reflect their preferences and needs. This is particularly important where differing needs and behaviours may affect shared areas. The layout enables people to move comfortably between private and communal spaces. There are sufficient bathroom and toilet facilities, including en-suite and shared provision.

The environment is secure and well maintained. Care staff greet visitors on arrival and ensure they sign in and out. People's personal information, together with employee personnel records, are stored safely, and are only available to authorised members of the staff team.

We saw evidence of an ongoing programme of servicing for facilities and utilities, with regular safety checks completed. We saw records of routine equipment and utilities testing. Care staff complete fire safety checks and fire drills regularly, and personal emergency evacuation plans (PEEPs) provide clear guidance on how to support people safely in an emergency. An area for improvement remains in relation to a fire door closure identified at the last inspection. The provider has given assurances this will be addressed as a priority, and we will review this at the next inspection.

Potentially hazardous items, including medication and Control of Substances Hazardous to Health (COSHH) materials, are stored securely. The environment is clean and tidy. Care staff support people to complete domestic and laundry tasks, depending on their level of independence. This helps people maintain daily living skills and contribute to their home environment.

The service continues to make improvements to the environment through a programme of planned refurbishment, with careful consideration given to minimising any impact on people living in the home. The outdoor space is adequate, safe, and secure, providing an accessible area for individuals to spend time.



Leadership & Management

Good

The service is well led and demonstrates a strong, positive culture that values both people using the service and care staff. Leaders provide clear direction and are visible and approachable within the service. Care staff spoke highly of the management team and described them as “*supportive*” and responsive. They told us they feel confident raising concerns or seeking guidance when needed. Families also shared that “*communication is good*” and they have confidence in the management team. Care staff described the Responsible Individual (RI) as “*approachable*”, providing an additional level of support for discussing any issues or concerns.

The manager leads by example and inspires confidence within the team. There is a strong sense of teamwork, and care staff described their roles as “*rewarding*”. Care staff feel valued and recognised, which contributes to a motivated workforce.

Safe recruitment practices are followed, including appropriate checks and registration with Social Care Wales. This ensures care staff are suitable to work in the service. A planned induction programme is in place and care staff receive appropriate training, which equips them well to carry out their roles. Systems are also in place to source additional or specialist training when required, ensuring care staff can respond effectively to the needs of people using the service. Care staff recognise the importance of reflective practice, and debriefs following incidents are routinely carried out and valued as opportunities to learn and improve.

Governance arrangements are effective. Regular audits across key areas are completed, providing strong oversight and identifying where improvements are required. There is a collaborative approach to governance, with regular engagement between the leadership team. Monthly meetings are used to review performance and plan future developments, supporting the ongoing delivery of care. The RI is a regular presence in the home and engages frequently with both care staff and people, in addition to the required quarterly visits. The biannual quality of care report provides effective oversight and evidences monitoring of the service.

The service shares information appropriately and understands its responsibilities in relation to safeguarding procedures. The running of the home is underpinned by clear policies, which help to keep both care staff and people safe.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Risks to the health and safety of people are not reduced so far as is reasonably practicable.	21/02/25

CIW has not issued any Priority action notices following this inspection.

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