

Brooks Healthcare (Newport) Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

Provider: Brooks Healthcare (Newport) Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: The Oaks Residential Home

Service summary

Service management

Service contact details

Languages used at the service

Service facilities and accommodation

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider: Brooks Healthcare (Newport) Limited

Provider summary

| | |
|--|--|
| The provider was registered on: | 15/03/2019 |
| The following lists the provider conditions: | There are no conditions associated to the provider |

Training and workforce planning arrangements

| | |
|---|---|
| Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider. | We operate a training matrix as an organisation to track all key mandatory training modules by staff member and are able to highlight when each training module is due to be refreshed by staff member. This allows us to work with the members of our staff team to keep their skills upto date to enable them to carry out their role to their best ability. In addition, we also monitor staff qualifications to allow us to support staff members to develop their skill base. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | We operate a "master rota" which highlights all our staffing requirements in line with the needs of our service and, more specifically, our residents. The is regularly overseen by our manager in consultation with the Responsible Individual. Within our team, and through staff supervision, we will continue to explore and support ambitions for our staff to develop. When we identify an unmet staffing need we will either develop and fill from within or advertise and recruit externally. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|---------------------------|-------------------|------------------------|
| The Oaks Residential Home | Care Home Service | Adults Without Nursing |

Service: The Oaks Residential Home

Service summary

| | |
|--|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 15/03/2019 |
| Maximum number of places | 30 |
| Service Conditions | <ul style="list-style-type: none">• A maximum of 30 individuals can be accommodated at this service• Brooks Healthcare (Newport) Limited is registered to provide a Care Home Service at The Oaks Residential Home THE OAKS RESIDENTIAL HOME, ROGERSTONE, NEWPORT NP10 9FX• The responsible individual for this service is Stephen Lyons |
| How many people in total did the service provide care and support to during the last financial year? | 42 |

Service management

| | |
|---------------------------|--------------------------------------|
| Responsible Individual(s) | Stephen Lyons |
| Manager(s) | There are no Managers at the service |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01633893665 |
| Service Contact Email Address | manager@theoaksresidentialhome.com |

Languages used at the service

| | |
|--|---|
| What is the main language through which the service is provided? | English |
| Other languages used in the provision of the service | There are no other languages used at the service |
| Non-verbal communication methods used at the service | There are no non verbal communication methods used at the service |

Service facilities and accommodation

| |
|--|
| <ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 15• Number of communal lounges: 4• Number of dining rooms: 1• Number of shared bedrooms: 2• Number of single bedrooms: 26• On-site parking• Stairlift |
|--|

Engagement with people using the service

| |
|--|
| We send out regular questionnaires to elicit feedback on the quality of our service from residents, their relatives and staff alike. This is used by our management team to inform our quality assurance and to identify areas for improvement of our service. |
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Compliance and quality statement

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|---|
| Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. |
|---|

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

| | |
|---|---------|
| The minimum weekly fee payable during the last financial year? | £981.53 |
| The maximum weekly fee payable during the last financial year? | £1260 |

Complaints processed by the service

| | |
|--|---|
| Total number of formal complaints made during the last financial year | 1 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 1 |
| Number of complaints not upheld | 0 |

Staff working at the service

Staff summary

| | |
|---|----|
| The total number of full time equivalent posts at the service (as at 31 March) | 22 |
|---|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|-----------------------------|------------------------|
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 4 | 1 |
| Care Worker | 12 | 3 |
| Domestic staff | 4 | 0 |
| Catering staff | 2 | 0 |
| Other Staff | 3 | 0 |

Training undertaken

Induction and Health & Safety

| Role type | Induction | Health & Safety |
|--------------------|--------------------------|----------------------------|
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

Equality, Diversity & Human Rights and Infection, prevention & control

| Role type | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|---|--|
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | Working towards all staff completing |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|--------------------|--------------------------|--------------------------|
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

Medicine Management and Dementia

| Role type | Medicine Management | Dementia |
|--------------------|--------------------------------------|----------------------------------|
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | All staff have completed |
| Domestic staff | Not relevant to this staff group | All staff have completed |
| Catering staff | Not relevant to this staff group | All staff have completed |
| Other Staff | Not relevant to this staff group | Not relevant to this staff group |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|--------------------|----------------------------------|----------------------------------|
| Deputy Manager | Not relevant to this staff group | All staff have completed |
| Senior Care Worker | Not relevant to this staff group | All staff have completed |
| Care Worker | Not relevant to this staff group | All staff have completed |
| Domestic staff | Not relevant to this staff group | Not relevant to this staff group |
| Catering staff | Not relevant to this staff group | All staff have completed |
| Other Staff | Not relevant to this staff group | Not relevant to this staff group |

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Deputy Manager | 1 | 0 | 0 |
| Senior Care Worker | 4 | 0 | 0 |
| Care Worker | 12 | 0 | 0 |
| Domestic staff | 4 | 0 | 0 |
| Catering staff | 2 | 0 | 0 |
| Other Staff | 3 | 0 | 0 |

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 0 | 0 |
| Domestic staff | 0 | 0 |
| Catering staff | 0 | 0 |
| Other Staff | 0 | 0 |

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 3 | 1 |
| Care Worker | 1 | 11 |
| Domestic staff | 0 | 4 |
| Catering staff | 0 | 2 |
| Other Staff | 0 | 3 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 4 | 0 |
| Care Worker | 6 | 0 |
| Domestic staff | 0 | 0 |
| Catering staff | 0 | 0 |
| Other Staff | 0 | 0 |

Working towards required qualification - apprenticeship & Qualification not required for role

| Role type | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---|-------------------------------------|
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 6 | 0 |
| Domestic staff | 0 | 0 |
| Catering staff | 0 | 0 |
| Other Staff | 0 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|---|
| Senior Care Worker | Senior on duty 7.30am-7.30pm |
| Care Worker | 3 staff on duty 0730-1400, 2 staff on duty 1400-1600, 3 staff on duty 1600-2230, 2 wkaing night staff on duty 2230-0730 |