

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Thistle Court Ops Ltd.	
The provider was registered on:	28/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Thistle Court Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	28/10/2019
	Responsible Individual(s)	Tracey Greenwood
	Manager(s)	
	Maximum number of places	37
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have mandatory training and induction for all staff completed at the start of their employment and refreshed yearly. We also have Evolve care academy where we plan and manage put a training calendar for all homes to attend that year to deliver our model of care training, our Nurse/CP programme, over haul of nutrition and food first better business. training is planned around needs with in the home and feedback from the team and internal data from quality assurance. all staff signed up QCF
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Reviewed finances to be able to offer competitive rates, recruited from overseas to ensure safe levels of staffing, offered additional training to increase skill sets, introduced grades with qualifications to work towards- CP programme. Have blocked booked agency staff for continuity for family members and the team. promoted our employment incentives and money saving ideas,

Service Profile

Service Details

Name of Service	Thistle Court Nursing Home
Telephone Number	01600977572
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	64
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Fees Charged

The minimum weekly fee payable during the last financial year?	825.00
The maximum weekly fee payable during the last financial year?	1256.31

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Ri completes regulation 73 visits where family and residents view are obtained. we didn't hold relative and family member meetings due to covid restrictions but these will start up again this year. day to day communication with those that live with us continued. Regular reviews from social services, CHC were completed and those with Dols were supported to have representation from N.O.K or RPs

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	front lawn area rear patio area secured
Provide details of any other facilities to which the residents have access	.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People feels their voices are heard and some feel that they have had choice over care and support. Those who maybe don't feel this and potentially haven't had as much input in to their choices of accommodations due to availability in their own local area as prior to admission , have felt supported by the home to access future accommodation if Thistle court was not their first preference.</p> <p>we have supported those living with us to access services they want/need and have supported those who may wish to live in a different area to have comprehensive assessments completed and to ensure that these moves are in their best interest as per the guidelines</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>There has been extensive work in the past 6 months to improve maintaining on going health and well being. It was feedback that previously the home was slow in some cases of escalating health concerns and this was investigated and the concerns shared with the wider professionals and is something that we have now improved standards on through clinical oversight, guidance and support both with in the home and remotely.</p> <p>People have feedback that the outside spaces are important for wellbeing and this is something we are currently working on as some of our outside spaces are out of action due to health and safety issues. this has left the home with several really user friendly areas that are accessible and full of occupation, gardening , relaxing Ares and some areas that are not in use- work is being completed to get all areas open again</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People feel safe and protected from abuse.</p> <p>the home are responsive in rising alerts for safeguarding issues, potentially to a higher threshold than some other providers as feedback by safeguarding.</p> <p>we are also very good at picking apart any issues in great detail when they arise and have been complimented on the level of attention and detail and transparency given to serious incidents to ensure that there are not trend of concerns and that others are protected in future.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Thistle court currently has a lot of work to be completed to the environment and there is a plan with our estates team to renovate and decorate all rooms at the home and communal areas. the home was purchased in 2019 as Covid hit and we lost 2 years where it was difficult /impossible to have contractors in to complete works due to the risk posed and the restrictions in place for care homes.</p> <p>health and safety was prioritised but not the aesthetics. This is something that people living with us and their relatives have fed back. they may be happy with the care being received but feel that the environment could do with some work- which is could.</p> <p>A robust renovation plan has been recreated and we are looking at completing 3 rooms at a time in the home until all have been refurbished.</p> <p>communal areas have been improved in the last 6 months and there is now a full lounge and dining room areas on both houses that it utilised by those people living with us- this has had a very positive impact on outcomes for people and we are looking forward to rolling this out to all individual rooms and other communal spaces in the home as part of this plan</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 40

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	3
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDIS frame work, nutrition and the effects on common health conditions, Dementia Lost & Found; Emotionally led support and connections, Tissue Viability: Moisture Lesions, Continence, Sepsis/GCS/NEWS SCORE 2, Stress Management for Carers, Mental Capacity Act Level 2,
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8:00-20:00. Average 1 person on shift. Night shift 20:00 - 08:00. Average 0 people on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	5
Safeguarding	3
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDIS frame work, nutrition and the effects on common health conditions, Dementia Lost & Found; Emotionally led support and connections, Tissue Viability: Moisture Lesions, Continence, Sepsis/GCS/NEWS SCORE 2, Stress Management for Carers, Mental Capacity Act Level 2,

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	3

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	3

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8:00-20:00. Average 1 person on shift. Night shift 20:00-08:00. Average 1 person on shift. Full time is 3 x12 hour shifts a week Part time is 2 x 23 hour shifts a week All patterns include every other weekend.
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Infection prevention control and dysphagia , Back to basics, personal care, skin care, nutrition and hydration, positioning and dignity, Dementia Lost & Found; Emotionally led support and connections Tissue Viability: Moisture Lesions, Continence, Stress Management for Carers, Mental Capacity Act Level 2,
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8:00-20:00. Average 2 people on shift. Night shift 20:00 - 08:00. Average 1 person on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	32
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	60
Health & Safety	25
Equality, Diversity & Human Rights	24

Infection, prevention & control	24
Manual Handling	26
Safeguarding	27
Medicine management	0
Dementia	25
Positive Behaviour Management	0
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Infection prevention control and dysphagia , Back to basics, personal care, skin care, nutrition and hydration, positioning and dignity, Dementia Lost & Found; Emotionally led support and connections Tissue Viability: Moisture Lesions, Continence, Stress Management for Carers, Mental Capacity Act Level 2,
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
No. of Non-guaranteed hours contract (zero hours) staff	5
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	24
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8:00-20:00. Average 5 on shift. Night shift 20:00-08:00. Average 5 on shift. Full time is 3 x12 hour shifts a week Part time is 2 x 23 hour shifts a week All patterns include every other weekend.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	13
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety Level 1

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety Level 1,

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance - to carry out repairs and any maintenance needed at the home. Carrying out improvements to decoration where needed both inside and outside of the home. Co-ordinate with manager on improvement works for the home and health and safety checks needed of the home and the grounds Administrator - support the manager with day to day running of the home e.g. rota, system updates, a agency booking

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	6
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Work in a Person Centred Way, Mental Capacity Act Level 2,

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0