

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:	Alliance Care and Support Limited	
The provider was registered on:	03/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Blenheim	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	03/06/2019
	Responsible Individual(s)	Paul Wilkinson
	Manager(s)	Sophie Johnson
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	Nrcot	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	03/06/2019
	Responsible Individual(s)	Paul Wilkinson
	Manager(s)	Sophie Johnson
	Maximum number of places	8
	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	Staff complete training annually <ol style="list-style-type: none"> 1. Induction 2. Health and Safety 3. Equality, Diversity and Human Rights 4. Infection Control 5. Manual Handling 6. Safeguarding 7. Medicine Management 8. Dementia (Only where applicable) 9. Positive Behavioural management and or Challenging Behaviours 10. Food Hygiene 11. Learning Disability Training (where applicable)
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Alliance Care Homes have increased staff Wages above NMW to help recruit and retain staff.

Service Profile

Service Details

Name of Service	Blenheim
Telephone Number	01745351159
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	743.12
The maximum weekly fee payable during the last financial year?	1200

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Verbal direct consultation and home survey partnership working with professionals

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a rear garden area
Provide details of any other facilities to which the residents have access	Local Drop in Centre Community services

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)	Yes

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.

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.

People have control over their day to day lives, they can choose how to spend their day, both in and away from the service. People told us they feel supported to live as independently as possible and are involved in the ongoing development of their care and support plans.

People are supported to manage their health, including physical, mental and emotional wellbeing. People told us they are supported to access health services and staff accompany to appointments when required.

The service provider has policies and procedures in place to protect people from abuse and neglect. People told us they feel safe at the service and find staff approachable. Staff benefit from regular training, specialist training is required to enable staff to better understand the care and support needs of the people they support.

People are provided with opportunities to contribute to society if they wish, including obtaining employment and attending recreational activities.

The service helps people to maintain relationships with family and friends, visiting is encouraged and accommodated at the service. People told us they are able to see their family and friends regularly.

<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>People receive good quality care and support, from a service provider who works in consultation with the person. People's wishes and goals are considered in the development of the care and support. People told us they are involved in the development of their personal plans. One person we spoke with, spoke positively about the support from their key worker. People are supported to maintain their independence, they are encouraged to complete activities of daily living, including their own laundry, managing their own personal care and cooking for themselves. People can access the community freely and staff offer assistance when required. Care staff work from personal plans which are detailed, person centred and are reviewed regularly. Care staff we spoke with told us the personal plans support them in their roles to provide the right care for the person. One page profiles detail what is important to the person and how is best to support the person. People's preferences are clearly documented in their personal plans. Staff complete daily notes which are written in a person-centred manner and reflect what is documented in the personal plans. Risk assessments are specific to the individual needs of the people living at the service. Risk assessments inform staff on how the risks can be mitigated and they are reviewed at least every three months. People are protected from abuse and neglect, there are policies and procedures in place to inform staff on what to do if they identify abuse or neglect. People living at the service told us they feel safe at the service and feel staff treat them with dignity and respect. People told us they feel comfortable approaching management with any issues. Staff we spoke with told us the policies and procedures are accessible. Care staff receive annual safeguarding training, but not all staff are familiar with the whistleblowing procedures.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are protected from abuse and neglect, there are policies and procedures in place to inform staff on what to do if they identify abuse or neglect. People living at the service told us they feel safe at the service and feel staff treat them with dignity and respect. People told us they feel comfortable approaching management with any issues. Staff we spoke with told us the policies and procedures are accessible. Care staff receive annual safeguarding training, but not all staff are familiar with the whistleblowing procedures. The service promotes good hygiene practices and manages the risk of infection, there are systems in place to monitor the cleanliness and housekeeping tasks are nearly always recorded. Cleaning equipment is securely stored and only assigned staff have access to these. There are designated handwashing facilities available. Staff we spoke with told us there is a sufficient supply of Personal Protective Equipment (PPE).</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The service provider ensures care and support is provided in an environment with facilities and equipment, which promote the achievement of their personal outcomes. The communal areas are clean and free from hazards. Call bells are installed in people's bedrooms, ensuring they are able to request support if required during the night. We saw people have access to specialist equipment to promote their independence. People we spoke with told us they are happy with their bedrooms and can personalise their rooms with their own belongings if they wish. Bathrooms provide privacy and dignity; we saw the service provides access to specialist equipment to promote people's independence. People told us they decide where to spend their time, this can be in the communal areas or in the privacy of their own room. The home is decorated with a homely feel, at the time of the inspection there were Christmas decorations on display. The service provider has systems in place to identify works required around the premises, this is documented once the tasks have been completed. A plan is in place to recruit a parttime maintenance person to help maintain the building and for other works to be outsourced as and when needed. Grounds are clean and tidy and accessible to people living at the service and there is sufficient outdoor storage available. There is an outdoor seating area for people to use when the weather permits. The service provider has not ensured that all risks to health and safety for people living at the service have been identified and reduced so far as reasonably practicable. Not all relevant safety checks are up to date. This is not in line with the service's own policies and procedures. While no immediate action is required, this is an area for improvement and we expect the provider to take action. People receive good quality care and support, from a service provider who works in consultation with the person. People's wishes and goals are considered in the development of the care and support. People told us they are involved in the development of their personal plans. One person we spoke with, spoke positively about the support from their key worker. People are supported to maintain their independence, they are encouraged to complete activities of daily living, including their own laundry, managing their own personal care and cooking for themselves. People can access the community freely and staff offer assistance when required.

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)

6

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?	No
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?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
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)	0
No. of part-time staff (17-34 hours per week)	1
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.	8am - 2pm x2 staff 2pm - 8pm x2 staff 8pm - 10pm x1 staff 10pm - 7am silent hours x1 staff 7am - 8am x1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
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	8
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	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8

Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
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)	0
No. of part-time staff (17-34 hours per week)	8
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.	8am - 2pm x2 staff 2pm - 8pm x2 staff 8pm - 10pm x1 staff 7am - 8am x1 staff 10pm - 7am silent hours x1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Norcot

Telephone Number	01255256020
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	743.12
The maximum weekly fee payable during the last financial year?	927.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The home engages with professional and families as required in respect of our service ndeliver

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A spacious garden area is provided
Provide details of any other facilities to which the residents have access	Local drop in centres

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

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.

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.

People receive good quality care and support, from a service provider who works in consultation with the person. People's wishes and goals are considered in the development of the care and support. People told us they are involved in the development of their personal plans. One person we spoke with, spoke positively about the support from their key worker. People are supported to maintain their independence, they are encouraged to complete activities of daily living, including their own laundry, managing their own personal care and cooking for themselves. People can access the community freely and staff offer assistance when required. Care staff work from personal plans which are detailed, person centred and are reviewed regularly. Care staff we spoke with told us the personal plans support them in their roles to provide the right care for the person. One page profiles detail what is important to the person and how is best to support the person. People's preferences are clearly documented in their personal plans. Staff complete daily notes which are written in a person-centred manner and reflect what is documented in the personal plans. Risk assessments are specific to the individual needs of the people living at the service. Risk assessments inform staff on how the risks can be mitigated and they are reviewed at least every three months.

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.

People have control over their day to day lives, they can choose how to spend their day, both in and away from the service. People told us they feel supported to live as independently as possible and are involved in the ongoing development of their care and support plans. People are supported to manage their health, including physical, mental and emotional wellbeing. People told us they are supported to access health services and staff accompany to appointments when required. The service provider has policies and procedures in place to protect people from abuse and neglect. People told us they feel safe at the service and find staff approachable. Staff benefit from regular training, specialist training is required to enable staff to better understand the care and support needs of the people they support. People are provided with opportunities to contribute to society if they wish, including obtaining employment and attending recreational activities. The service helps people to maintain relationships with family and friends, visiting is encouraged and accommodated at the service. People told us they are able to see their family and friends regularly. The accommodation provided is suitable for people living at the service. The Statement of Purpose (SOP) accurately describes the building and facilities provided. People have access to the facilities available, which promote independence and positive risk taking. Improvements are required to ensure the appropriate checks are carried out, in order to maintain the safety of the people living at the service.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are protected from abuse and neglect, there are policies and procedures in place to inform staff on what to do if they identify abuse or neglect. People living at the service told us they feel safe at the service and feel staff treat them with dignity and respect. People told us they feel comfortable approaching management with any issues. Staff we spoke with told us the policies and procedures are accessible. Care staff receive annual safeguarding training, but not all staff are familiar with the whistleblowing procedures.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service provider ensures care and support is provided in an environment with facilities and equipment, which promote the achievement of their personal outcomes. The communal areas are clean and free from hazards. Call bells are installed in people's bedrooms, ensuring they are able to request support if required during the night. We saw people have access to specialist equipment to promote their independence. People we spoke with told us they are happy with their bedrooms and can personalise their rooms with their own belongings if they wish. Bathrooms provide privacy and dignity; we saw the service provides access to specialist equipment to promote people's independence. People told us they decide where to spend their time, this can be in the communal areas or in the privacy of their own room. The home is decorated with a homely feel, at the time of the inspection there were Christmas decorations on display. The service provider has systems in place to identify works required around the premises, this is documented once the tasks have been completed. A plan is in place to recruit a parttime maintenance person to help maintain the building and for other works to be outsourced as and when needed. Grounds are clean and tidy and accessible to people living at the service and there is sufficient outdoor storage available. There is an outdoor seating area for people to use when the weather permits.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>
	<p>Deputy service manager</p>	

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?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
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	0
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	1
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
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.	8am - 2pm x2 staff 2pm - 8pm x2 staff 8pm - 10pm x1 staff 7am - 8am x1 staff 10pm - 7am silent hours x1 staff
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</p>	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
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	7
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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)	0
No. of part-time staff (17-34 hours per week)	9
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.	8am - 2pm x2 staff 2pm - 8pm x2 staff 8pm - 10pm x1 staff 7am - 8am x1 staff 10pm - 7am silent hours x1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No