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:	Amethyst Healthcare Ltd
The provider was registered on:	09/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

The Willows

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Responsible Individual(s)	Keith Woodall
Manager(s)	Georgia Harvey-Richards
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Hillstone House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Responsible Individual(s)	Keith Woodall
Manager(s)	Georgia Harvey-Richards
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Bluebell House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Responsible Individual(s)	Keith Woodall
Manager(s)	Pauline Roberts
Maximum number of places	3
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	All staff have clear drop descriptions which clarifies their function and roles. All service users have cleared assessed needs and risk assessments. based upon this we use induction and supervision to identify training and development needs. Training is being provided on line and increasingly post covid face to face. We have adopted redcrier training systems to monitor and deliver training . We can evidence that where service users have specific needs then our training system can offer modules

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staffing has been and remains a challenge. We have a dependency tool to identify staffing levels required and skill mix. Turnover has been high with people moving to other providers as well as leaving the sector. However we have managed to recruit new staff and minimise use of agency. We have over the past year taken steps to improve communication with regular team meetings , suggestion scheme. We have improved training. We carry out exit interviews for all leavers . we have an independent well

Service Profile

Service Details

Name of Service	Bluebell House

Telephone Number	01446742281
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 currently but translation services available

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2

Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	We have a formal survey process and two surveys have been carried out during the year

Service Environment

How many bedrooms at the service are single rooms?	3
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?	1
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	All residents have access to a private and safe garden which is equipped with furniture and shade. The area has been risk assessed and is well maintained
Provide details of any other facilities to which the residents have access	Most of the work we do involves the creation of opportunities in the community for the residents based upon their wishes. We have a photobook of all activities which shows residents accessing events and holidays home and abroad. Vehicles are available to access appointment, visits and events in the community

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.	We have one the past 12 months developed our system , structures and processes to ensure that residents , their families and advocates feel that there views are considered and reflected in the support plan Surveys have been carried out twice during this period and action has been taken on issues raised. Our reviews and planning of support evidence service user involvement. Our resident of the day approach promotes a person centred approach leadership and management processes have been strengthened

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.	In order to ensure that care and support is consistent and of a high quality we have introduced a new policy system, improved training and are improving supervision structures All service users have detailed assessments with individualised person plans which demonstrate involvement of the service user themselves, families and other professionals We are in the process of implementing agreed service user contracts along with pre admission packs and easy read service user guides Reviews of support plans are scheduled. Where appropriate we have capacity assessments in place and since the last report we have ensured that all necessary notifications have been made to CIW. We have a developing range of aids to support communication and we intend to develop staff communication skills where necessary. We have reviewed referrals to GPs and other professionals and record these in the service users care file The support plan format has been reviewed and revised and all service files are now consistent in terms of content and forms Work on outcomes is ongoing and form part of our future development plans. However people who use the service are provided with opportunities to experience a vast range of day and leisure activities which staff support. Over the past months we have been able to evidence that service users access a full range of primary care services. Where service users have complex needs than specialist services are accessed to provide treatment , support and training. Surveys have been carried out to seek the views of service users and although the sample is quite small there was a great deal of positive feedback with terms like "happy, polite used. Service users felt that their privacy and dignity was respected (89%) and 81% of respondents felt that staff supported them with their hobbies and interests. 90% of respondents stated that they were happy with the quality of the food provided although this has been reviewed and "likes and dislikes" cards have been implemented. There is some work to do according to the survey in terms of information provision. A further modified survey will be carried out in early 2023
The extent to which people feel safe and protected from abuse and neglect.	A governance structure has been established following the appointment of the new RI in August. Factors which contribute to the safety and protection of individuals have been introduced. The number of audits undertaken has increased significantly. Recruitment and selection is structured and safe. All checks are carried out and personnel files are audited frequently. Residents have been issues with a new service user guide and contract of care . Reporting concerns and incidents has become a more open "system" with the RI meeting staff and residents (and families) frequently to discuss concerns and improvements. The views of residents and their families are actively sought and findings analysed to improve practice A new policy and procedure system has been implemented and staff have instant access to the most up to date policies Exit interviews are carried out for all people who leave the service

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Following a recommendation from CIW all windows have been risk assessed and restrictors have been fitted. Additional security and storage has been made to rooms where medication is stored. There has been an ongoing programme of decoration and refurbishment including the creation of a visitors room. A planned maintenance programme is being developed and service users and their families have been asked to contribute ideas for improving their living space. All fire and electrical checks have been completed and certificates have been obtained Some furniture has been replaced as required and additional specialist equipment i.e. profiling bed has been purchased. Vehicles are available to support service user access to the community and new checks have been implemented to ensure that all vehicles are safe ate the start and end of every trip. Service users continue to access specialist equipment for their care , communication and entertainment needs. The hotel services provided at the service is done so in semi structured way. Closer monitoring and further audits are being developed All repairs required have been undertaken quickly. The service continues to have its own dedicated contractors to deal with repair and decoration

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)	26

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

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	1
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	1
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.	Additional management training and support has been provided

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?	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	1
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	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

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

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

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

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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional e learning and face to face training has been provided in response to identified resident need

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)	5
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.	08.00 -20.00 1 per shift

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	5

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	19
No. of posts vacant	5

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	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.	Additional training provided in response to inspection. These included specialist training sessions related to client need

Contractual Arrangements	
No. of permanent staff	19
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)	15
No. of part-time staff (17-34 hours per week)	4
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.	8.00 to 20.00 2 staff per shift

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1

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	Hillstone House

Telephone Number	01446742281
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?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	12
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have implemented a revised survey which has been carried out twice in the year and we have analysed and followed up issues raised

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?	8
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	All residents have access to a private and safe garden which is equipped with furniture and shade. The area has been risk assessed and is well maintained
Provide details of any other facilities to which the residents have access	Most of the work we do involves the creation of opportunities in the community for the residents based upon their wishes. We have a photobook of all activities which shows residents accessing events and holidays home and abroad.

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.

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.	We have one the past 12 months developed our system , structures and processes to ensure that residents , their families and advocates feel that there views are considered and reflected in the support plan Surveys have been carried out twice during this period and action has been taken on issues raised. Our reviews and planning of support evidence service user involvement. Our resident of the day approach promotes a person centred approach leadership and manaegemt processes have been strengthened

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.	In order to ensure that care and support is consistent and of a high quality we have introduced a new policy system, improved training and are improving supervision structures
	All service users have detailed assessments with individualised person plans which demonstrate involvement of the service user themselves, families and other professionals
	We are in the process of implementing agreed service user contracts along with pre admission packs and easy read service user guides
	Reviews of support plans are scheduled.
	Where appropriate we have capacity assessments in place and since the last report we have ensured that all necessary notifications have been made to CIW.
	We have a developing range of aids to support communication and we intend to develop staff communication skills where necessary.
	We have reviewed referrals to GPs and other professionals and record these in the service users care file
	The support plan format has been reviewed and revised and all service files are now consistent in terms of content and forms
	Work on outcomes is ongoing and form part of our future development plans. However people who use the service are provided with opportunities to experience a vast range of day and leisure activities which staff support.
	Over the past months we have been able to evidence that service users access a full range of primary care services. Where service users have complex needs than specialist services are accessed to provide treatment , support and training.
	Surveys have been carried out to seek the views of service users and although the sample is quite small there was a great deal of positive feedback with terms like "happy, polite used. Service users felt that their privacy and dignity was respected (89%) and 81% of respondents felt that staff supported them with their hobbies and interests. 90% of respondents stated that they were happy with the quality of the food provided although this has been reviewed and "likes and dislikes" cards have been implemented. There is some work to do according to the survey in terms of information provision.
	A further modified survey will be carried out in early 2023
The extent to which people feel safe and protected from abuse and neglect.	A governance structure has been established following the appointment of the new RI in August. Factors which contribute toth e safety and protection of individuals have been introduced. The number of audits undertaken has increased significantly. Recruitment and selection is structured and safe. All checks are carried out and personnel files are audited frequently. Residents have been issues with a new service user guide and contract of care . Reporting concerns and incidents has become a more open "system" with the RI meeting staff and residents (and families) frequently to discuss concerns and improvements. The views of residents and their families are actively sought and findings analysed to improve practice A new policy and procedure system has been implemented and staff have instant access to the most up to date policies Exit interviews are carried out for all people who leave the service

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Following a recommendation from CIW all windows have been risk assessed and restrictors have been fitted. Additional security and storage has been made to rooms where medication is stored. There has been an ongoing programme of decoration and refurbishment including the creation of a visitors room. A planned maintenance programme is being developed and service users and their families have been asked to contribute ideas for improving their living space. All fire and electrical checks have been completed and certificates have been obtained Some furniture has been replaced as required and additional specialist equipment i.e. profiling bed has been purchased. Vehicles are available to support service user access to the community and new checks have been implemented to ensure that all vehicles are safe ate the start and end of every trip. Service users continue to access specialist equipment for their care , communication and entertainment needs. The hotel services provided at the service is done so in semi structured way. Closer monitoring and further audits are being developed All repairs required have been undertaken quickly. The service continues to have its own dedicated contractors to deal with repair and decoration

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)	29

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
	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	1
	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	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

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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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?	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	1
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	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

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

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

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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The team leaders have specific face to face team leader training which includes shift management , staff relationships ,checks and audits

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)	5
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.	08.00 - 20.00 1 per shift

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	5

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	19
No. of posts vacant	3

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	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.	Specific to service user needs eg epilepsy fire Mars hall training first aid

Contractual Arrangements

No. of permanent staff	19
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)	15
No. of part-time staff (17-34 hours per week)	4
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.	08.00 -20.00 4 per shift

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1

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	The Willows

Telephone Number	01656659933
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?	2

Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	Following the appointment of the new RI then closer links have been established with families who are notified when RI visits are taking place. In addition we have run two surveys during this period for staff , resident and families

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	1

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	Residents have access to a safe enclosed garden which is fully risk assessed. There is ample seating and shade for resident , staff and their families. the garden is used for social events and dining
Provide details of any other facilities to which the residents have access	The residents have access to a vehicle which enables them to take full advantage of health , social , leisure and occupational activities. These are experiences are recorded as photographs in the residents activity file

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.

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.	We have one the past 12 months developed our system , structures and processes to ensure that residents , their families and advocates feel that there views are considered and reflected in the support plan Surveys have been carried out twice during this period and action has been taken on issues raised. Our reviews and planning of support evidence service user involvement. Our resident of the day approach promotes a person centred approach

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.	In order to ensure that care and support is consistent and of a high quality we have introduced a new policy system, improved training and are improving supervision structures
	All service users have detailed assessments with individualised person plans which demonstrate involvement of the service user themselves, families and other professionals
	We are in the process of implementing agreed service user contracts along with pre admission packs and easy read service user guides
	Reviews of support plans are scheduled.
	Where appropriate we have capacity assessments in place and since the last report we have ensured that all necessary notifications have been made to CIW.
	We have a developing range of aids to support communication and we intend to develop staff communication skills where necessary.
	We have reviewed referrals to GPs and other professionals and record these in the service users care file
	The support plan format has been reviewed and revised and all service files are now consistent in terms of content and forms
	Work on outcomes is ongoing and form part of our future development plans. However people who use the service are provided with opportunities to experience a vast range of day and leisure activities which staff support.
	Over the past months we have been able to evidence that service users access a full range of primary care services. Where service users have complex needs than specialist services are accessed to provide treatment , support and training.
	Surveys have been carried out to seek the views of service users and although the sample is quite small there was a great deal of positive feedback with terms like "happy, polite used. Service users felt that their privacy and dignity was respected (89%) and 81% of respondents felt that staff supported them with their hobbies and interests. 90% of respondents stated that they were happy with the quality of the food provided although this has been reviewed and "likes and dislikes" cards have been implemented. There is some work to do according to the survey in terms of information provision.
A further modified survey will be carried out in early 2023.
The extent to which people feel safe and protected from abuse and neglect.	A governance structure has been established following the appointment of the new RI in August. Factors which contribute tot eh safety and protection of individuals have been introduced. The number of audits undertaken has increased significantly.
Recruitment and selection is structured and safe. All checks are carried out and personnel files are audited frequently.
Residents have been issues with a new service user guide and contract of care .
Reporting concerns and incidents has become a more open "system" with the RI meeting staff and residents (and families) frequently to discuss concerns and improvements.
The views of residents and their families are actively sought and findings analysed to improve practice
A new policy and procedure system has been implemented and staff have instant access to the most up to date policies
Exit interviews are carried out for all people who leave the service

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Following a recommendation from CIW all windows have been risk assessed and restrictors have been fitted. Additional security and storage has been made to rooms where medication is stored.
	There has been an ongoing programme of decoration and refurbishment including the creation of a visitors room.
	A planned maintenance programme is being developed and service users and their families have been asked to contribute ideas for improving their living space.
	All fire and electrical checks have been completed and certificates have been obtained
	Some furniture has been replaced as required and additional specialist equipment i.e. profiling bed has been purchased.
	Vehicles are available to support service user access to the community and new checks have been implemented to ensure that all vehicles are safe ate the start and end of every trip.
	Service users continue to access specialist equipment for their care , communication and entertainment needs.
	The hotel services provided at the service is done so in semi structured way. Closer monitoring and further audits are being developed
	All repairs required have been undertaken quickly. The service continues to have its own dedicated contractors to deal with repair and decoration

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)	27

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

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	1
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	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.	Additional management training has been provided

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?	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

Filled and vacant posts

No. of staff in post	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training has been provided by e learning and face to face in response to identified care needs of the residents

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)	5
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.	08.00 -20.00

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	5

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	19
No. of posts vacant	3

> 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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	19
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training needs identified and e. learning arranged. Additional face to face training implemented

> Contractual Arrangements

No. of permanent staff	19
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)	15
No. of part-time staff (17-34 hours per week)	4
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.	08.00 - 20.00

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18

No. of staff working towards the required/recommended qualification	1

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