

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:	Ashdale Care Ltd	
The provider was registered on:	26/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ashdale Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	26/07/2018
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Neil James
	Maximum number of places	43
	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 promote a learning culture to encourage ownership of the learning process with a development framework, beyond mandatory requirements. We equip managers with leadership development and support succession through talent management, create learning videos to support implementation of policies and procedures and strengthen compliance with guidelines and toolbox talks. We offer a range of learning approaches including inhouse, online and distance learning, coaching and mentoring and secondments.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We complete regular strategic planning reviews of staffing levels to map requirements for the short to long term; develop succession plans for key roles; review recruitment practices to maximise effectiveness; ensure robust and objective selection and screening processes; review pay and benefits to remain competitive; carry out regular competitor analysis; review employment terms to ensure they are fair, compliant and consistently applied; conduct exit interviews to inform retention initiatives.

Service Profile

Service Details

Name of Service	Ashdale Nursing Home
Telephone Number	01646681008
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	We have some welsh speaking staff that are able to converse with welsh speaking residents.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	55
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Fees Charged

The minimum weekly fee payable during the last financial year?	795
The maximum weekly fee payable during the last financial year?	950

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?	forums, surveys, website and social media.

Service Environment

How many bedrooms at the service are single rooms?	43
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	23
How many bathrooms have assisted bathing facilities?	3
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	There are communal garden and patio areas that surround the home.
Provide details of any other facilities to which the residents have access	Therapy room and communal kitchen.

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>Ashdale Care Ltd has a person-centred approach to all the individuals we support.</p> <p>Keeping people informed: We communicate any changes to the service directly to the individual and/or their representative. We have recently produced a new brochure summarising the care and support provided at Ashdale Care Home, which also complies the Statement of Purpose.</p> <p>Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales.</p> <p>Our resident meetings allow individuals to discuss what is important to them and arrange events and days out. Individuals and their family's complete questionnaires to give feedback.</p> <p>We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation.</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>We encourage all individuals to remain active in the local community, whether this be by attending medical appointments and visiting long-standing professionals i.e., dentist or for recreational purposes, such as hobbies. Depending on the level of support required, access to the community could be with staff, family, friends or by themselves.</p> <p>All residents have a regular health check and are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each individual to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience.</p> <p>We link closely with the health board to carry out reviews and continually assess an individual's level of need and make any essential changes to care and support plans so that an individual's chosen outcome can be achieved, along with any aspirations that they may have.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within Ashdale Care Home there is 24/7 support to ensure the safety of all residents. All staff are trained in safeguarding, health and safety and environmental issues.</p> <p>Our policy for whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety and our equal opportunities, bullying and harassment policy are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign the company handbook before starting with the company and are required to complete all their training before they lone work.</p> <p>Ashdale Care Ltd works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management will be completing spot checks and quality audits to ensure all no abuse or neglect is happening and all service users are safe.</p> <p>Residents and their family's complete customer questionnaires to give feedback.</p>

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

We have a varied activity timetable covering six days of the week, which includes both onsite and offsite offerings. Activities are tailored to peoples interests, so naturally support the enhancement of a person's value and wellbeing.

All staff follow a person-centred approach for the resident. Each resident has a care plan tailored to them and they are fully engaged to ensure they are happy with the care and support provided within their accommodation. All residents are encouraged to give their view at home meetings, so that they continue to have choice and control over their accommodation, comfort, etc.

We work closely with other professionals, so accessing the community for appointments also takes place. Person-centred support plans are built, evaluated and prove successful in maintaining the dignity, privacy, confidentiality of each resident.

We are solely electronic for the purpose of recording care data, so information is stored securely with added layers of protection for confidentiality.

We are responsive to the needs of a resident prior to admission with the pre-assessment and following admission, and will ensure that any other support is sought to compliment wellbeing and overall outcome for residents. This may include referral to physio, dietetics, mental health, chiropody, etc.

Residents are encouraged to give their view at times of residents meetings, so that they continue to have choice and control over their accommodation, comfort, etc.

We host parties for special events like the Jubilee, Easter, Christmas and Summer BBQs.

We are responsive to the needs of a resident prior to admission with the pre-assessment. Following admission we will ensure that any other support is sought to complement their overall wellbeing. This may include referral to physio, dietetics, mental health, chiropody, etc.

We actively listen to all residents and will request reviews with the GP, with the aim to ensure continued comfort and wellbeing i.e., changes to pain medication, bowel management, etc. Support plan evaluation suggests that outcomes are met, examples of this, include increased mobility, weight gain, good skin integrity, fewer behavioural matters are to name but a few.

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)	55
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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.	The registered manager will attend various additional training sessions, in areas such as skin integrity, fire safety, water safety.

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?	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	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.	The deputy manager will attend various additional training sessions, in areas such as skin integrity, fire safety, water safety.

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	26
No. of posts vacant	2
<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	8
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various CPD opportunities are open to staff so that they can continually develop and meet the changing needs of the home. We work closely with health professionals so that a person-centred approach can continually be applied.
<p>Contractual Arrangements</p>	
No. of permanent staff	26
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)	20
No. of part-time staff (17-34 hours per week)	6
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.	Shift patterns are between 8am and 8pm, and nights would be 8pm - 8am. Some staff work 24 hours per week and others like to work around 40 - 48 hours per week.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20

No. of staff working towards the required/recommended qualification	6
Registered nurses	
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nurses attended training the following training: wound care, skin integrity, and catheter care, and food texture and modified diets.
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)	4
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.	24/7 nursing cover is provided and Nurses typically work 3.5 shifts per week with a full shift being 12-hours and half shifts being approx. 6-hours.
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior care staff carry out training in areas such a nutrition and hydration, skin integrity, wound management, vital signs, etc.
<p>Contractual Arrangements</p>	
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
<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)	3
No. of part-time staff (17-34 hours per week)	0
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.	On average senior care staff work approx 40 - 48 hrs per week between the hours of 8am - 8pm
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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?	No
Domestic 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	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have attended fire evacuation training, and the head housekeeper has attended a fire warden training session.
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	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)	5
No. of part-time staff (16 hours or under per week)	1
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
<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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All catering staff have attended a session on food textures and modified diets.
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
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.	<p>Maintenance Officer- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.</p> <p>Administrator - Administrators are responsible for keeping office documents organised and they perform a range of tasks to support the wider team and residents through tasks such as: Dealing with incoming and outgoing correspondence, Data entry, retrieval and database maintenance and Filing and archiving.</p> <p>Activities Coordinator - manages all activities and entertainment across the home to ensure that suitable stimulation and opportunities are available so that the wellbeing of each resident can be upheld.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

