

# 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:	aspire Support Options Limited	
The provider was registered on:	15/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Beeches	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/05/2018
	Responsible Individual(s)	Karen Denyer
	Manager(s)	Janette Graham
	Maximum number of places	9
	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 are required to undertake all Mandatory training and additional training identified specific to the role. Training is identified during induction, supervisions and appraisals and staff meetings. Staff are also required to undertake and complete ALL Wales Induction Framework within the first 6 months of employment before progressing onto the QCF qualification. All staff receive quarterly supervisions along with an annual appraisal where staff development is also discussed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited to meet operational needs, which may vary. At present the home is fully staffed. Staff rotas are checked to ensure that the correct amount of care hours are provided. Staff undergo a 2 week shadowing period and an induction. Staff are required to complete all mandatory training prior to commencement of the shadowing period. We currently employ 18 full time and 3 part time staff,

## Service Profile

### Service Details

Name of Service	The Beeches
Telephone Number	01792844132
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	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	1825.00
The maximum weekly fee payable during the last financial year?	2700.00

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?	<p>Bi-Monthly Service User meetings take place at the home, with all Service Users encouraged to attend and participate, giving valid input to areas such as meal choice, activities, home décor events etc.</p> <p>Management maintain an open door policy whereby individuals are encouraged to engage with the manager day to day.</p> <p>Discussions are held every 3 months with the director and form the basis of Regulation 73</p> <p>Visits people are encouraged to voice their thoughts and suggestions on improvements to the home, staff, activities and their home.</p>

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Service users have access to a large, pleasant garden area which is fenced in. The garden consists of laned and patio areas which is a pleasant seating area. There is also an undercover smoking area and a large undercover veranda.
Provide details of any other facilities to which the residents have access	Service Users have access to a large basement which is home to the laundry area and a large 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

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.

There are processes in place to ensure care is delivered consistently with Service Users at the forefront, in order to ensure individuals are supported to work towards achieving their personal outcomes.

Service Users are encouraged to participate in the writing and reviewing of their individualised Care plan. Service Users are encouraged to be involved with the annual care plan review with the home manager and monthly Care plan reviews with their key worker / co-keyworker.

All Service Users are allocated a Key worker and co-keyworker on admission to the home.

Service Users are encouraged to give input into their goal trackers, in order to be supported to reach achievable outcomes. All Service Users are allocated a day with their keyworker, participating in their chosen activity, in order to discuss their individual goals in an environment with which they are comfortable.

Service Users are supported and encouraged to complete weekly planners to identify and plan activities they wish to partake in throughout the commencing week.

Policies and procedures are person centred.

Bi-Monthly Service User meetings take place at the home, with all Service Users encouraged to attend and participate, giving valid input to areas such as meal choice, activities, home décor events etc.

Discussions are held every 3 months with the director and form the basis of Regulation 73

Visits people are encouraged to voice their thoughts and suggestions on improvements to the home, staff, activities and their home. Comments from Service Users included "You can have a laugh with them and you can have serious time with them too, like when I say my voices are bad, they understand and they help you. "I like FOYD, there's nice people there, I like friendship house, the music is good and the people are friendly. I work, I do mattresses and feel good about it, its hard work, I get money I keep for myself". "I like going out to have lunch in Asda and The Roadhouse. I like going shopping on a Thursday into the centre of town. People living at The Beeches are able to speak for themselves and contribute to the decisions that affect their lives. Service Users are encouraged to be as independent as they can be. Service users have different levels of support, which varies greatly depending on individual need.

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.

Medication is stored safely and securely in a key operated cabinet.

Service Users are accompanied by a member of staff at all times to attend health care appointments. Details of all appointments are recorded

The extent to which people feel safe and protected from abuse and neglect.

Prior to commencement of employment, the manager ensures that all staff employed have in place a clean DBS record. For those of whom have a criminal record, a thorough risk assessment is carried out prior to the offer of employment. The manager ensures a current employment reference is sought alongside a character reference. All employees are required to undertake S OVA training prior to commencement of employment and are expected to undertake an annual refresher.

There is a comprehensive Safeguarding of Vulnerable Adults policy in place at the home, with which all staff are required to sign to say they have read and understood. The policy is updated annually or sooner if required.

Thorough risk assessments are carried out on commencement of care provision and reviewed quarterly or sooner if required. The risk assessments are always progressive from original assessments made by health professionals prior to admission to the home. Recent feedback from CIW inspection states "The assessments accurately reflected the risks to the individuals and to the staff delivering the service". "People who used the service felt comfortable with the care staff who provided their support. People are safe and risks to their health and well-being minimised as much as possible.

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

All Service Users are thoroughly assessed prior to moving into the home to ensure their care and support needs can be met. This takes into account the Service Users views, wishes and feelings along with discussion at team meetings regarding compatibility with Service Users already living at the home. A Service User guide is available to all individuals, providing information about the service. Individuals are supported to identify and work towards their personal outcomes, identifying what is working well and where further support is 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)	18
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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	12
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOLS, mental capacity act, Diabetes, Epilepsy, challenging behaviour, mental health, diet and nutrition, GDPR, Person Centred care, dignity in care, Autism, Anxiety, GDPR, Complaints, Risk assessment, Eating disorders, Substance misuse, Communication, Recording information, Learning difficulties, Depression, Lone working, Personal Care, Sepsis, Legionnaires, Professional boundaries, Care planning,

#### 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
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#### 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?	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	4
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	1
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.	DOLS, mental capacity act, Diabetes, Epilepsy, challenging behaviour, mental health, diet and nutrition, GDPR, Person Centred care, dignity in care, Autism, Anxiety, GDPR, Complaints, Risk assessment, Eating disorders, Substance misuse, Communication, Recording information, Learning difficulties, Depression, Lone working, Personal Care, Sepsis, Legionnaires, Professional boundaries, Care planning, AWW
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
<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)	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.	Minimum of one senior on shift at all times between 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	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	18
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	9
Health & Safety	27
Equality, Diversity & Human Rights	11
Infection, prevention & control	27
Manual Handling	27
Safeguarding	27
Medicine management	27
Dementia	1
Positive Behaviour Management	27
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOLS, mental capacity act, Diabetes, Epilepsy, challenging behaviour, mental health, diet and nutrition, GDPR, Person Centred care, dignity in care, Autism, Anxiety, GDPR, Complaints, Risk assessment, Eating disorders, Substance misuse, Communication, Recording information, Learning difficulties, Depression, Lone working, Personal Care, Sepsis, Legionnaires, Professional boundaries, Care planning, AWW
<p>Contractual Arrangements</p>	
No. of permanent staff	18
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)	14
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.	Various shift patterns between 8am - 10pm plus night shift 8pm-8am. Number of staff working in each shift varies dependent on the needs of the business. Currently 8 staff per shift.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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