

# 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:	Beechwood Court Limited	
The provider was registered on:	15/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Beechwood Court	
	Service Type	Care Home Service
	Type of Care	Adults and Children Without Nursing
	Approval Date	15/04/2019
	Responsible Individual(s)	David Lawrence
	Manager(s)	Matthew James
	Maximum number of places	57
	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	<p>Induction- first 2 weeks in post. Home induction and shadow shifts</p> <p>Welsh Induction framework workbook allocated at induction and completed in 6 months</p> <p>E- Learning of mandatory and specialist training. Electronic tracking of workforce training and refreshers (data base) Governance oversight</p> <p>Clinical Psychologist offers monthly training- ASD, Positive Behaviour support, Behaviours that challenge</p> <p>Supervision with staff to identify training needs</p> <p>Lessons learned from investigations- training needs.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The General Manager manages Beechwood recruitment with the Home Managers and Recruitment team</p> <p>Over the past year the recruitment team and General Manager have recruited 72 staff who were lost during the pandemic. There are weekly interviews undertaken and there have been an influx of staff moving to Beechwood College from agencies. Retention is at 34 % which is an improvement to April 2022. Exit interviews are monitored and monitored at Operations Board meetings monthly. Agency usage monitored</p>

## Service Profile

### Service Details

Name of Service	Beechwood Court
Telephone Number	02920532210
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium

Other languages used in the provision of the service

English and Welsh language is used at Beechwood College. When assessing students and another language could be required then we would ensure that we access language support to meet this need. At college we support individuals through Makaton communication system and Picture Exchange systems (PECS).

#### Service Provision

##### People Supported

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

58

##### Fees Charged

The minimum weekly fee payable during the last financial year?

3438

The maximum weekly fee payable during the last financial year?

9650

##### Complaints

What was the total number of formal complaints made during the last financial year?

64

Number of active complaints outstanding

0

Number of complaints upheld

10

Number of complaints partially upheld

40

Number of complaints not upheld

14

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Student forums via Student Council. MDT's where the student is at the centre of the circle of support, Student Voice meetings (residential), Newsletters, 6 monthly meetings with the Director of Service. Student surveys which informs the Quality report (6 monthly)

##### Service Environment

How many bedrooms at the service are single rooms?

57

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?

11

How many dining rooms at the service?

11

Provide details of any outside space to which the residents have access

There is a gated access into the service and the student have a vast area within the college gardens to access lawn facilities, Quad rant for go cart riding, out door gym, glass observatory, forest area, quiet room, Polly tunnel, greenhouse, area for using a swing, outdoor projector area for night cinema, basket ball area. One student have difficulties sharing spaces with others and have a garden area bespoke to them.

Provide details of any other facilities to which the residents have access

Direct access to Sully beach, 10 Classrooms, After education facilities within Willow classroom

##### 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

Yes

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	AAC devices

#### 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>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Student meetings are monthly. Some service users have advocates who are actively involved with the students.</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>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each student and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the students supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the students'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. Daily morning meetings are undertaken and concerns highlighted around safeguarding issues, this is a meeting attended by Home Managers. All safeguarding discussions and referrals are maintained within a central log and monitored and Governace and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each student will attend their own MDT which if they want to, can chair the meeting. The Positive Behaviour support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each student has as a keyworker who will support the individual to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the person chooses. Students have monthly meetings where the y plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 171

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
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	7
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

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?	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	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.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.

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	18
No. of posts vacant	7
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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	18
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.

Contractual Arrangements	
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)	17
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	144
No. of posts vacant	79
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	144
Health & Safety	144
Equality, Diversity & Human Rights	144
Infection, prevention & control	144
Manual Handling	144
Safeguarding	144
Medicine management	144
Dementia	144
Positive Behaviour Management	144
Food Hygiene	144

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
<b>Contractual Arrangements</b>	
No. of permanent staff	144
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	89
No. of part-time staff (17-34 hours per week)	55
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	12 hour shifts 08:00- 20:00 or 20:00- 08:00 and work 14 shifts (full time) and 8 shifts (part time) per 4 weeks.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	88
No. of staff working towards the required/recommended qualification	55
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	9
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b> 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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	0



Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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	0
No. of staff working toward required/recommended qualification	0
Catering 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	4
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catering qualifications

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
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clinicians- Consultant clinical psychologist, Assistant psychologists, SALT, Therapies assistant, Occupational Therapist, PBS nurse
Filled and vacant posts	
No. of staff in post	16
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	16
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
<div style="border: 1px solid green; padding: 5px;">           Outline below the number of permanent and fixed term contact staff by hours worked per week.         </div>	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">           Staff Qualifications         </div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0