

# 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:	Belmont Residential Care Home	
The provider was registered on:	22/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Belmont Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/08/2018
	Responsible Individual(s)	Julie Williams
	Manager(s)	Joanne Griffiths
	Maximum number of places	26
	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 have a training matrix in place which is audited monthly. Training is then booked where needed, we use MCC and Social Care TV. We booked group training with a specialist trainer that comes to the home so staff have face to face interaction. We have 2 staff with level 5, 1 working towards level 4, 2 with level 3 and 2 working towards level 3. We have 2 staff with level 2 and 8 working towards level 2 in QCF.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff firstly fill out an application form, full work history and supply all documents for DBS. We ask for two references and a character reference. The applicant can only start work once these are received. All references are further verified by a telephone call to the professional who has provided the reference. The applicant then goes through the induction process and training. They then shadow senior staff for training. The new staff are on a probation period and are supported by the manager.

## Service Profile

### Service Details

Name of Service	Belmont Residential Care Home
Telephone Number	01873850276
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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### Fees Charged

The minimum weekly fee payable during the last financial year?	650.00
The maximum weekly fee payable during the last financial year?	950.00

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The annual service review is completed every year to ensure we are achieving the highest standards of care and support. Questionnaires are given to residents and families, District nurses and outside professionals that visit the service to gain their feedback. We then action any comments made. We hold regular resident meetings where families are also invited. We communicate with families and residents via email and WhatsApp. The manager has one to one on a regular basis with residents to review their care and involve the residents hearing their voices. The RI has visits with residents and families.

### Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	22
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	We have a beautiful patio area which leads out from one of the lounges, there is then access down to a rose garden with seating areas for the residents. There are also large grounds around the building where residents are taken for walks where they can sit under the big oak trees. The residents enjoy making up flowered pots for the front and the patio area which they then maintain throughout the summer. There is a summer house on the patio where residents can sit and enjoy a relaxed area for reading and card games out of the sun.
Provide details of any other facilities to which the residents have access	N/A

### 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.

The manager ensures partnership working and promoting families to be involved in the care and support of the residents to ensure that all care and support provided is in the best interests of the residents and that their wants and wishes are communicated through their families and to ensure that this is transferred into the care planning for each resident and is reflected in their care plans in their person centred plans. The manager and Deputy manager write the care plans to ensure the care provided is built around a strength based approach. The Quality of Care Review is completed where residents, families and professionals can give feedback on how they feel the service runs, what we do well at and what we may need to improve on. The reviews incorporate the views of other relevant professionals for example local authority, local health boards. In addition the manager keeps regular contact with the families via email and telephone to ensure that they are kept up to date and involved in decisions surrounding their family member. The manager ensures thorough assessment before admission through completing a Care Needs Assessment. Life Books have been introduced to ensure all the residents wants and wishes are considered when they first come into the service, involves the family/friends in their care and allows them to know their family member is being cared for.

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.

All residents are encouraged to be as independent as possible in all areas of their lives. From mobility dressing, oral care, choosing meals and being involved in decision making within the home. This is achieved through daily care, conversations, support, routines and more explicit through residents meetings. The RI has regular meetings with residents and families to ensure the best care is provided which is person centred. Each resident can access healthcare. This is achieved through regular contact with the GP, we have 3 GPs that conduct weekly visits. Residents are then discussed with the manager and interventions made if necessary. All medical appointments are sent to the home and managed by the manager and administrator. Appointments are booked and transport arranged. The residents are supported to appointments by a carer and families are informed of the appointments should they wish to attend. We ensure that families and those with LPA are kept full informed and involved in any decision making process involving the health and wellbeing of any resident. Belmont House holds a good and open relationship with the Mental Health Team and they visit the home to support with the mental health and emotional wellbeing of the Residents. There is a professionals log in place where all professional visits to the home are documented, these include the GP, District nurses, MHT, Social workers etc. The Optician, Dentists, Chiropodist and hairdresser visits the home to see the residents. The staff team have good relationships with all professionals who understand the importance and expectations of them during the visit. There is a handover system in place to ensure all staff are aware of the appointment and any outcomes of this that they need to be aware of especially if this correspondence changes the care and support. The activities Coordinator takes residents to the town and parks and to any community events. Community inclusion is important to help them to feel respected in the community and to maintain skills that can be lost due to living in care. This encourages handling money, holding meaningful conversation and feeling part of the community.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are aware of the safeguarding procedure and we have a safeguarding folder with all the safeguarding referrals and emails between the manager and safeguarding team and a safeguarding log that documents the dates and time of incidents and the CIW notifications. All correspondence is kept secure in a locked cabinet. The manager uses a protection plan to document the incident, the effect to the resident involved and what has been put in place to ensure the resident will be safeguarded and protected in the future. The service feeds back to residents and families in a manner appropriate to the age and understanding. Staff have training on how to support the people affected by safeguarding issues. This could also be evaluating the related training, supervision and appraisals. We look at areas for service improvements identified through the analysis including building on what works well. We look at the effective arrangements with partner agencies and other professionals. We feel our feedback is excellent to people who use the service if ever there is a complaint made. We review policies, procedures and practices to ensure the management of risk. Staff have training on whistleblowing and know to report to ensure people feel safe and protected from harm and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We have governance arrangements in place to support the people who live in our home to live in a safe and suitable environment for them. We conduct Health and Safety audits that are undertaken and planned. We look at the views of people using our service maintaining privacy, dignity and confidentiality at all times. Our residents have access to the local community and facilities that are suited to their needs. However, where residents choose to remain in the home, in-house activities and entertainment are provided to support their emotional wellbeing and to encourage social interaction. People's rights are respected and are treated with dignity, the manager has an open door policy for residents and they talk to the manager confidentially at their request. We allow residents to personalise their environment and are involved in and decorating and refurbishes within the home. Residents have regular meetings where these discussions are held about how they feel about their home, the staff that support them, the meals that are provided and the decoration of the home, we also discuss if they feel safe and if there is anything we can do to improve. Staff encourage residents to speak out about their wishes and encouraged to be as independent as possible and to contribute to society and to achieve their personal outcomes. We look for areas of improvement identified through analysing feedback from residents and families through our annual service review, looking at our standards to build on of our existing practice and drive service improvement in all areas. We use strength based approaches to improve communication with our residents to ensure outcomes are met and we consistently review communication within the staff team to ensure continuity of care for the residents and consistent communication to the families of the residents. We constantly review our Statement of Purpose and update policies and procedures in accordance with legislative changes and changes to practice within the home.</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)	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.

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advanced Care Plan training, Resilience Training, Falls training. Also attends all local authority team meetings. Attends all NHS Meetings
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff working towards the QCF'S
<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)	5
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.	1 senior on each shift working a 12 hour shift 7-7
<b>Staff Qualifications</b>	
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	2
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	15
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	15
Safeguarding	15
Medicine management	5
Dementia	15
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	STAFF HAD FIRE TRAINING
<b>Contractual Arrangements</b>	
No. of permanent staff	15
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)	13
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0



<p>Typical shift patterns in operation for employed staff</p>	
<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.</p>	<p>12 HOURS 7-7 FULL TIME, 12 HOURS PART TIME. 5 STAFF ON EACH SHIFT 3 STAFF ON NIGHT SHIFT</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>5</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>10</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>4</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>0</p>
<p>Health &amp; Safety</p>	<p>4</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>0</p>
<p>Infection, prevention &amp; control</p>	<p>4</p>
<p>Manual Handling</p>	<p>0</p>
<p>Safeguarding</p>	<p>0</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>1</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>N/A</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>4</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>

No. of part-time staff (17-34 hours per week)	3
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	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FOOD AND HYGIENE
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	2
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)	1
No. of part-time staff (17-34 hours per week)	1
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	2
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?	No