

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:	Belvedere Care Limited	
The provider was registered on:	06/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Belvedere House Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/06/2018
	Responsible Individual(s)	Derek Skidmore
	Manager(s)	Tracy Skidmore
	Maximum number of places	19
	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>We have a policy that outlines the mandatory training required by staff and have agreed timeframes for updating and refreshing mandatory training.</p> <p>We have an established relationship with Cymru Care Training – for the provision of workplace diplomas, allowing us to support staff to gain Health and Social Care QCF from levels 2 to 5.</p> <p>We have a policy and timetable in place for regular staff supervision. Staff are supported and encouraged to take responsibility for identifying their own addition</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We have a recruitment and retention policy that is reviewed at least annually. Our primary aim is to retain staff and with this in mind – have worked to create an open and supportive working environment that looks to create a positive work life balance that is tailored to individual employees.</p> <p>Primary route for recruitment is advertising within the local population. Due to recruitment difficulties we hold a licence with the Home Office to recruit staff internationally.</p>

Service Profile

Service Details

Name of Service	Belvedere House Residential Care Home
Telephone Number	01834842549
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	One member of staff is fluent in French and Romanian

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	786.21
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?	Written communications such as letters and questionnaires Verbal communication via care plan review and well-being feedback

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	3
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	Residents have access to a large decking area that faces south and has ample seating for all. In addition the home is set in 3/4 of an acre or mature, award winning gardens that the residents are encouraged to walk in when the weather permits.
Provide details of any other facilities to which the residents have access	Residents have access to free WiFi throughout the home. Where a resident wished they can have a smart TV and access can be given to Netflix, Amazon Prime, Discovery Plus, Disney Plus alongside other free catch up services. All communal TV's are connected to these services. We have an interactive table with a selection of apps ranging from chess to sensory games. We have a selection of Alexa devices in the communal areas as well as a small selection of Alexa devices that can be permanently kept in a residents private room as an alternative to a traditional radio. We have a selection of traditional games with some being in larger formats in addition to a wide selection of puzzles. Monthly magazines are delivered in addition to weekly local and daily national press. We have a small selection of books at the home but have access to the local library if residents choose to. Residents have access to a variety of savoury and sweet snacks at all times of day in the main lounge.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No

Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Care plans are reviewed monthly or more frequently if required & review history is recorded.

We use information from staff to document what has worked well for individuals as well as recording the individual's preferences.

We record when things have not gone well, when a person has been unhappy with the service or when there has been a near miss. This information is used to inform care planning, and guides staff how each service user prefers to receive their support. We have a dedicated member of staff working fulltime to provide social activity and stimulation for residents. We are able to provide a weekly outings, and one to one trips outside of the home to support links to the community and to help maintain independence. Over the winter we have accessed local warm rooms and community social events and in the summer months we have enjoyed the local coastal areas for morning coffee and ice-creams.

Our staffing rota is reviewed to ensure staffing numbers reflects the current needs of the residents – ensure that their social and well-being needs are considered in conjunction with care needs.

We have identified residents that would benefit from enhanced digital content in their own rooms, including FIRE stick for on demand services and sports and Alexa devices, that have allowed individual to take control of their own entertainment or supported staff to make music and entertainment provision specific for each individual. We have supported residents to maintain access to services such as the local library, voting either by post or at polling station, opticians, dental appointment, church services and community events etc.

Owner/ Management team is based within the home and maintains links with relatives and friends of residents. They act as a direct point of contact and engage with residents and their family when changes of needs are identified and through quality review process. Quality management is reviewed on a quarterly basis and records are maintained of actions and outcomes.

<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 refer concerns onto other services to get professional advice – referrals are documented, and outcomes are recorded as part of our electronic documentation system. Guidance from medical professionals is used to inform care plans. Referrals, and ongoing support has been received from Community Physiotherapy, District Nurses, Community Psychiatric Nurses, Speech and Language Therapy, Community Dieticians and GP's, Community Dental team, Advocacy services.</p> <p>Care records show evidence of referral to other healthcare professionals and outcomes of referrals. Care plans are updated to reflect outcomes of referrals and residents and families are kept up to date on changes in health and care needs.</p> <p>We record non-conformance and near miss data, and it helps identify when care needs have not been met, changes in behaviours, changes in wishes or concerns that have been managed by staff. It allows us to reflect on care plans and identify if they are fit for purpose.</p> <p>Accident records help inform changes in care needs and care plans are updated to reflect changes in needs.</p> <p>We have implemented an audit tool to look at all aspects of care we provide for residents living with dementia and cannot voice their own choices regarding care and quality of service. The tool has allowed us to identify strengths such as acting on changes in needs, seeking and receiving support for other healthcare professionals to inform care plans.</p> <p>Examples of maintaining health and wellbeing.</p> <p>Nutrition referrals – we continue to work with the community dietician team, residents that have been referred for support have now found to be stable and maintaining weight with support of prescribed supplements. We continue to follow best practice with in the home to help improve nutritional intake and prompt a food first approach.</p> <p>District Nurses – We have regular District Nurse visits on site and a positive working relationship with the team of Tenby and Saundersfoot nurses. Care staff feel confident in asking for advice and are signposted to make onward referrals as and when necessary.</p> <p>IMCA – We have identified where a resident lacks capacity to engage with a medical referral, the resident does not have an independent person who can help advocate for them. We have worked with Tenby GP surgery and Mental Health Wales to participate in best interest decision making with regarding to the individual treatment and care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a well-developed incident reporting procedure. Any concerns, near misses, challenging behaviour, failure to follow procedure are recorded and investigated. Trends and investigations outcomes are discussed at quarterly quality management meetings between the Registered Manager and the RI. Incidents are all reviewed with consideration to All Wales Safeguarding threshold guidance and referred to Pembrokeshire Safeguarding team as necessary.</p> <p>Staff are supported by the Manager and the RI to raise concerns, this is done through our robust procedures above and during supervisions and appraisals. Our internal induction ensures that staff understand their responsibilities to report concerns and they have access to the local safeguarding contact details if they do not feel that they can raise concerns within the home. All staff have completed their annual safeguarding training and have been made aware of their professional duty to report and how to report concerns inside the service and to the local authority.</p> <p>Feedback from staff say that they feel confident in reporting concerns and that when they do, they feel that their concerns are acted upon promptly by the Manager and/or the RI.</p> <p>In our bi-annual survey the residents told us that they felt safe and secure.</p> <p>Relatives and friends of residents are invited to feedback on a biannual basis, they have told us that they have confidence in the management and the staff to ensure the continued high quality of service that protects their loved one from abuse and neglect.</p> <p>Deprivation of Liberty Safeguard requests are routinely submitted to the appropriate supervising body, and reported to the CIW.</p>

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

We have continued to invest in new and replacement equipment when needs change to include the supply of profiling beds with alternating or community mattresses and investing in new technology to prevent falls. We ensure equipment is provided as soon as change in need is identified or anticipated.

This investment also includes the ongoing upgrade and repair to the building. We have continued with our efforts to install double glazing to increase the thermal efficiency of the home. Bedroom furniture, lounge furniture, soft furnishings and carpets have replaced.

All equipment has regular services and inspections as required to ensure their safe operation.

We have supplied Smart TV's or Amazon Fire TV sticks with free access to Prime Video, Netflix, Disney + and Discovery Plus to residents in their bedrooms to allow them greater, more personalised access to on demand services. One of our residents is a keen snooker fan, and is now supported to access this live and to catch up through multiple channels in his own room which is preferred to communal lounges.

The garden areas are maintained throughout the year ensuring residents have a safe and pleasant environment to enjoy.

We encourage residents and their families to make their personal space a reflection of their home, encouraging them to bring their own furniture, decorations and pictures etc.

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)	19
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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	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Local managers forum
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
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	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1

Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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
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	6
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	6
Equality, Diversity & Human Rights	2
Infection, prevention & control	6
Manual Handling	2
Safeguarding	6
Medicine management	4
Dementia	6
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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)	2
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.	<p>Shifts available</p> <p>Morning shift 8am - 3pm</p> <p>Afternoon shift 3pm - 10pm</p> <p>Night shift 10pm - 8am</p> <p>Minimum senior on morning shift - 1</p> <p>Minimum senior on afternoon shift - 1</p> <p>Minimum senior on night - 0</p>
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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	4
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
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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	11
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	11
Equality, Diversity & Human Rights	1
Infection, prevention & control	11
Manual Handling	5
Safeguarding	11
Medicine management	1
Dementia	11
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	11
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)	8
No. of part-time staff (16 hours or under per week)	2
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.	Shifts available Morning shift 8am - 3pm Afternoon shift 3pm - 10pm Night shift 10pm - 8am Number of care staff on morning shift - 3.5 Number of care staff on afternoon shift - 2.5 Number of care staff on night - 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	3
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Catering staff</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>	

Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Caretaker / Handyperson
Filled and vacant posts	
No. of staff in post	0
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	0
Health & Safety	0
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0