

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:	Brooklands Rest Home Ltd	
The provider was registered on:	27/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Brooklands Rest Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	27/07/2018
	Responsible Individual(s)	Jayamoorthy Umanee
	Manager(s)	Darren Umanee
	Maximum number of places	40
	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	Needs discussed at interview, on induction, during supervisions and appraisals. Staff encouraged to approach Training department if there is any training they wish to undertake. Completion of training matrix 6 monthly staff questionnaires Use of local authority training programme Use of external trainers for any accredited training Ongoing in house training programme Any training needs identified during the monitoring of practice by senior staff
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment - Sponsorship of overseas staff Adverts within local press and social media 'Refer a friend' scheme Use of recruitment agency Retention – family friendly shift patterns, regular supervision and appraisals. Attendance reward scheme. Team building activities

Service Profile

Service Details

Name of Service	Brooklands Rest Home Ltd
Telephone Number	01834813123
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51
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Fees Charged

The minimum weekly fee payable during the last financial year?	1003.35
The maximum weekly fee payable during the last financial year?	1500.00

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?	Questionnaires sent twice yearly to residents/relatives/healthcare professionals. Open door policy by management team for others. Regulation 73 visits by RI every 3 months although RI visits far more regularly than this. Informal discussion by management team with residents/relatives. People are able to contact home by phone, email or face to face.

Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	3 Garden areas
Provide details of any other facilities to which the residents have access	Sensory Room, Conservatories and Sun 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.

We support those residents who are able to make choices about their care and day to day life. Relevant information is provided at a level that residents can understand to enable decisions to be made. Power of Attorney/Advocates/relatives and staff are involved routinely in decision making when a Best Interest decision has to be made for a resident lacking capacity. We have an up to date Statement of Purpose and New Resident Guide which holds current information. We follow a Person Centred Approach and develop individualised Personal Plans for all our residents which are reviewed monthly. Due to nature of their illness not all of our residents are able to express their wishes and choices but by involving those who know residents well and advocacy services we are able to identify how residents would wish to be cared for whilst at Brooklands. We follow least restrictive practices to ensure safety and well being for those residents who are subject to a Deprivation of Liberty Safeguards Authorisation. Our Responsible Individual undertakes regular visits to Brooklands and a record of these are made. As part of our Quality Assurance audit, residents are supported to complete questionnaires relating to their care and treatment at Brooklands

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 prospective residents undergo a holistic assessment prior to their admission to Brooklands to ensure that we can not only meet their current needs but also ongoing needs. From this a Personal Plan is developed, including risk assessments which is reviewed monthly and developed further in conjunction with residents/relatives/advocates/health care professionals and care home staff. From the evidence within the Quality Assurance Audit it is evident that our residents feel happy and are supported to maintain their health, development and overall well-being through various actions. We have a mix of RGN and RMN nursing staff to manage both mental health and physical health needs and we have a good working relationship with other health care professionals and services and will work with them to obtain the best possible outcome for residents. Residents are supported with hospital visits etc and we have our own transport if required. We have planned activities within the home and 2 activity co-ordinators who work with residents and staff. Trips out are arranged as the weather allows and activities can be individualised so that even bed bound residents have the support they require to maintain their well-being. Brooklands works with residents to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Evidence from Quality Assurance Audit highlights that our residents feel safe at Brooklands and this was supported by relative answers as well.</p> <p>We have robust Policies and Procedures in place to ensure that residents are protected from abuse and neglect including Safeguarding of Vulnerable Adults, Whistleblowing and Complaints .</p> <p>If appropriate, Deprivation of Liberty Authorisations are requested and staff use the least restrictive methods available to ensure safety of residents. Room keys are given to those residents who are able to use them.</p> <p>We have robust recruitment policies and procedures and renew DBS checks every 3 years. Where required, all staff are to be registered with their relevant professional organisations. Inductions are undertaken for all staff which will include Safeguarding training, Person Centred Care and all mandatory topics. Accidents/incidents are audited monthly with appropriate action taken if residents are flagged as having increased falls. Brooklands operates a locked door policy to ensure the safety of all our residents.</p> <p>Brooklands detect and control potential risks both internally and externally and ensure that our equipment, facilities and technology support the safe delivery of care.</p> <p>We have a proactive and positive culture of safety based in openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly and lessons are learned to continually identify and embed good practice.</p> <p>Management team ensure an appropriate skill mix of staff to ensure residents needs are safely met throughout the 24 hour period.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Feedback from our questionnaires regarding the environment in Brooklands has been positive and our staff work hard to maintain the environment in which our residents live.</p> <p>Large parts of the Home have been purpose built and residents are able to walk with purpose but remain safe and choose where they wish to be. We operate a locked door policy to ensure the safety of all our residents.</p> <p>We have secure garden areas with raised beds for the residents to garden in or sit and relax, activities are also held in the garden areas during summer months.</p> <p>We have an ongoing maintenance programme using both our in house handymen and outside contractors. We keep records of any inspections or maintenance required, undertaken and their outcome and will action recommendations accordingly.</p> <p>Our housekeeping team ensures day to day cleanliness of the Home.</p> <p>Personal Plans for residents identify personal outcomes and goals for the residents.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>49.26</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>
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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	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.	epilepsy bereavement management stress management supervision COSHH
<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>Deputy service manager</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	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	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.	Fire Training COSHH Diabetes awareness Depression Dying Death and Bereavement Paranoia
<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	0
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?	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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	5
Dementia	8
Positive Behaviour Management	8
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter Training Fire Training First Aid Person Centered care Nourish Training Diabetes Awareness DOLS and Mental Capacity Act COSHH
Contractual Arrangements	
No. of permanent staff	8
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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

<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 hour and 6 hour shifts days and 12 hours nights on average 3 x 12 hour shifts per day and 1 x 12 h our per night.</p>
<p>Senior social care workers providing direct care</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>19</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 & Safety</p>	<p>18</p>
<p>Equality, Diversity & Human Rights</p>	<p>0</p>
<p>Infection, prevention & control</p>	<p>18</p>
<p>Manual Handling</p>	<p>18</p>
<p>Safeguarding</p>	<p>18</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>18</p>
<p>Positive Behaviour Management</p>	<p>18</p>
<p>Food Hygiene</p>	<p>18</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>First Aid, Fire, Oral Care, Last Offices, Person Centered Care, Catheter Care. COSHH</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>19</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>17</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>2</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<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.	average number of staff in a typical shift pattern. 6 days and 2 nights. 12 hour shifts night 12 hours days 6 hours days
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
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	23
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	6
Health & Safety	18
Equality, Diversity & Human Rights	0
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	0
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire, Oral Care, Last Offices, Person Centered Care, Catheter Care. COSHH
Contractual Arrangements	
No. of permanent staff	23
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)	3
No. of part-time staff (16 hours or under per week)	3
<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.	<p>average number of staff in a typical shift pattern. 5 days and 2 nights. 12 hour shifts night 12 hours days 4 hours days</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	4
<p>Domestic 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training COSHH
<p>Contractual Arrangements</p>	
No. of permanent staff	7
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)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
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	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	1
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire First Aid COSHH
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)	1
No. of part-time staff (17-34 hours per week)	3

No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	4
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.	Maintenance/driver – responsible for general maintenance and Complete records Testing of equipment in house. Driving residents to appointments, Activities – arranging activities/events, completion of This is Me documentation, facilitating 'zoom' calls for residents/relatives Organising trips out. Taking residents to appointments. Updating Brooklands social media. Trainers – in house training, liaison with external trainers. Support staff through SCW registration and CPD. Staff supervision. Staff inductions. Maintain records. Care Home Development Advisor – liaison with Training department, attend meetings on behalf of manager, request DoL'S authorisation. Complete reports, review of Policies and Procedures, care home audits, staff supervision. Admin – first point of contact via telephone. Completion of records, financial procedures, take minutes, devise forms etc. as required. General office duties. Data base completion
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	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision training. Fire Training COSHH
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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1