

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:	Burrows Hall	
The provider was registered on:	14/01/2019	
The following lists the provider conditions:	Peter George Pettifor is a partner Richard James Pettifor is a partner	
The regulated services delivered by this provider were:	Burrows Hall	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	14/01/2019
	Responsible Individual(s)	Richard Pettifor
	Manager(s)	Sammyjo Webster
	Maximum number of places	32
	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	Ongoing mandatory and core training undertaken by a variety of providers. The Home use Redcrier as well as the Local Authority and Local Health Board to meet their training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Service has it's sponsorship license and has employed a number of staff requiring work visas. For recruitment, the service us indeed and other advertisers to seek out staff.

Service Profile

Service Details

Name of Service	Burrows Hall
Telephone Number	01792386221
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
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?	39
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Fees Charged

The minimum weekly fee payable during the last financial year?	688
The maximum weekly fee payable during the last financial year?	945

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?	Direct discussions with residents and their families where appropriate

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	10
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	Front, side and rear garden areas. Patio and hard paved seating area with disabled access.
Provide details of any other facilities to which the residents have access	Library, quiet corner, use of the homes wheelchair vehicle for appointments.

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.

<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>As a result of Covid, we had implemented a number of distance communication methods including, video calling, telephone conversations and email. Now that face to face visits continue to occur, the other methods have reduced, however continue to be implemented where appropriate, such as residents with families not living in the local area. As I work as an RI as well as a general manager day to day at the service, I regularly communicate with residents and their families. Evidence of this is at the end of this section.</p> <p>The following methods are used to communicate with professionals. Face to face visits and assessments. Use of Whatsapp/video/teams calling. Use of telephone and email.</p> <p>Care plans are reviewed three monthly and updated accordingly. This is completed by the Manager/deputy and I have seen evidence of this via reviewing the files at my 3 and 6 month meetings with the manager and/or deputy.</p> <p>As my role requires me to assist with the day to day running of the home, I often am tasked with obtaining prescriptions from the pharmacy on the residents behalf. Recent evidence of this is the use of specialist dressings prescribed by the TVN. This demonstrates use of expert outside professionals being used by the senior clinicians as and when required.</p> <p>Where specialist equipment is required, for example pressure relieving equipment by the pupils team, it is my remit to purchase this. This further highlights the quality of care implemented at Burrows Hall.</p> <p>At the request of the GP we make initial referrals via "ask My GP" online system. Telephone calls and email is also used and with the improvement in Covid regulations, the GP's have begun to undertake home visits again. As well as actually seeing the GP's on occasion when they visit, I have also seen evidence within their resident files I review. As I assist with the use of Ask My GP from time to time to upload pictures at their request I am able to use the system and can see evidence of regular usage.</p> <p>Where residents have the ability to communicate and have capacity, I have regular discussions with them through my working days. Examples of this is knowing the residents on first name terms as well as their past life experiences. I am able to identify various residents preferences such as their tittle of choice, particular snacks they enjoy and/or preferences of joining in with others or having their own time and space in their rooms. This is a measure of the person centred quality of the care provided at Burrows Hall.</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>The Nurse manager Leads the service, interacting with Other Health Professionals and delegates to qualified staff as appropriate.</p> <p>We receive visits from court of protection officers. Advocates of residents are regularly updated via telephone and visiting.</p> <p>Following Covid 19 restrictions easing, face to face hospital appointments have resumed. GP face to face visits have resumed also. Chiropody and hairdressing services visit regularly as well as dental and optometry. We also receive periodic visits as and when required from specialist services such as Tissue viability Nurses and Speech and language specialists.</p> <p>Meetings between Qualified nurses and management occur, as well as between them and senior Carers. General Staff meetings involving all staff also occur.</p> <p>Staff have been released as and when for external training, such as safeguarding.</p> <p>Self directed training continues with the use of Redcrier.</p> <p>1to1 supervision and group supervision of staff continues, with annual appraisal where appropriate.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>DoLS process continues. Referrals made are relevant and appropriate as no requests in the last 12 months have been refused. Families are involved. They are informed prior to the application being made and are supported to attend any meetings and voice their views with internal and external staff as and when required.</p> <p>The service provider has assisted ABMU in a pilot to assess residents for Funded Nursing Care approval. This is a positive step whereby the service provider submits information to ABMU as and when the needs of the residents change.</p> <p>No Safeguarding referrals have been made in the last 12 months either by staff internal or external to the provider.</p> <p>No written complaints received in the last 12 months. Some minor discussion concerns raised by families and professionals, which inevitably are resolved "on the spot"</p>

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

As Covid rules were relaxed, residents were actively encouraged to venture out with their families and maintain independence as best they could. Local Groups have resumed visiting, such as the church.
 At Christmas time, the local school performances were attended by residents that wished to. The local School has also created a weekly "Café" which a number of residents have been supported to visit.
 As previously suggested, we have updated an area of the home to incorporate a more accessible shower facility. This assists with the wellbeing of residents and staff.
 A bath hoist has been installed following feedback from staff and residents.
 Care plans are individualised and their outcomes are specific to each resident. This was an area of good practice as mentioned by our CIW inspector.

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)	27
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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	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.	
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	1
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	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	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.	
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)	0
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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?	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	6
Infection, prevention & control	6
Manual Handling	6

Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	2
No. of part-time staff (16 hours or under per week)	1
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.	7.30am-7.30pm
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic 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	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
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	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	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	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	0

Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
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)	3
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
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.	Handyman
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
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	1

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0