

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:	Cherry Tree Care Home Limited	
The provider was registered on:	16/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cherry Tree Care Home Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/05/2019
	Responsible Individual(s)	David Atkins
	Manager(s)	Tracey Campbell
	Maximum number of places	37
	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	Training is identified via staff supervisions and also during staff meetings. Each staff member has an individual online login to access relevant training courses and this is ongoing and monitored by management to ensure the training is completed. Some in-house training is also provided. For Passport Manual Handling training, we have a trained trainer to deliver this. A training matrix is in place so that we can plan ahead and meet the training needs of all our staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Coming out of Covid the service had to use agency staff to keep the service safe. We managed a flexible weekly rota which enabled us to identify where recruitment was needed. We also applied and were awarded a Sponsorship Licence to be able to recruit experienced staff from overseas to reduce agency use and costs. This gave continuity and stability to the people using the service. We invested in new staff by working on team building in order to retain staffing levels which improved retention.

Service Profile

Service Details

Name of Service	Cherry Tree Care Home Limited
Telephone Number	01978759925
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?	67
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Fees Charged

The minimum weekly fee payable during the last financial year?	724.80
The maximum weekly fee payable during the last financial year?	952.00

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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Residents Meetings were held at Cherry Tree on 22/09/22, 15/12/22, 17/05/23 to discuss the ongoing operation of the service.</p> <p>Resident's family meetings were operated via open door policy and one held on 17/05/23.</p> <p>Facebook page for communication with the families, especially uploading pictures and videos of life in Cherry tree. We have had very positive feedback for this.</p>

Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	32
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There are two gardens at Cherry Tree that people can access. One on the main side of the building and second one on the other side. Both are well maintained and have seating for people to sit out and enjoy.
Provide details of any other facilities to which the residents have access	There is a first floor level room that links the two main buildings together. This is a beautiful glassed area that boasts stunning view s towards mountains. It is light an airy and very decorative.

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

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.

People living at Cherry Tree all have a diagnosis of varying types Dementia and different levels of communication and comprehension. Therefore, needs are mainly pre-empted. Choices are still made; what they eat and drink with multiple choice flexible menu provision. They also choose when they would like to have bed rest or whether they would like to spend their time in their bed or in communal areas. Conversations are still held in relation to their daily life. Encouragement is given along with emotional and where needed, communication support from staff.

People are treated with kindness, empathy and respect at all times. Personal preferences are noted in care planning in relation to personal care detailing what each person is comfortable with such as showering, bathing, choosing clothing and footwear. Where needed, we reach out to family or advocates for more information regarding likes and dislikes on each section of the care plan. We look at each individual biography for past interests to try to include meaningful connection around each individuals' personality and what makes them happy. We inform people of any upcoming events that are planned for them within the home. We work with families to arrange outings and visits.

Where people may make decisions that are not in their best interests for health and wellbeing, we engage with understanding and try to encourage each person to understand what is maybe a better way of doing things so that they remain safe and in good health without dismissing their rights to make choices. We recognise that a change in a person's presentation or mood will be a response to an unmet need so we seek to identify what the unmet need is to support and reach an outcome.

The service is person centred and flexible to fit around people's needs and outcomes. Independence is promoted at all times so that people feel valued and safe. Opportunities are offered daily by staff to join in in the Cherry Tree community. Choices are always respected and listened to

Some people have developed close and meaningful relationships with one another but individuals who choose to live a more solitary life have those choices respected whilst still being made aware that there are always options to get more involved.

The service is compliant in this area.

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.

People living at Cherry Tree can be assured of emotional support from all staff when needed. We get to know each person so that it is evident when a person is maybe not themselves. Moods are monitored and observed and should a person not be having a good day emotionally; we seek to support each individual. We listen and observe to what may be causing any changes in presentation and reach out to multi-disciplinary health professionals on behalf of people so that they can receive support at the right time to prevent any decline in mental wellbeing. Sometimes just having a meaningful and understanding conversation can be all that is needed.

Concerns regarding physical wellbeing are escalated very swiftly and health professionals are contacted for support. Any illnesses are monitored daily by staff and management to conclusion. If a person's health requires medical treatment, this is requested in a timely manner.

Risk assessments are in place for each section of the care planning; Clinical History & Medical Conditions, Mental Health & Emotions, Communication & Senses, Mobilising and Movement, Personal Care, A Lasting Smile - My Mouth care Plan, Eating and Drinking, Pain Management, Medication, Sleeping, Activities & Socialising, Managing Finances, Religion, Beliefs and Cultural Needs and End of Life Wishes. These are reviewed and updated when needs change.

Incidents and accidents are dealt with immediately and where needed; medical intervention is requested. We seek to identify patterns within the tools we use so that we can support in a preventative way at all times.

People living at Cherry Tree appear overall happy and supported in their daily lives and are supported to maintain their ongoing health. Daily comments are made by people such as "staff are so kind" and this is reflected in our QQA's. If there is any negative feedback within a QQA, this is investigated by management followed by meetings with families and people using the service to seek resolution.

People living at Cherry Tree appear overall happy and supported in their daily lives and are supported to maintain their ongoing health. If there is any negative feedback within a QQA, this is investigated by management followed by meetings with families and people using the service to seek resolution.

The service is compliant in this area. Wellbeing is optimised and the service is caring and responsive.

The extent to which people feel safe and protected from abuse and neglect.

Overall people living at Cherry Tree appear to feel safe and that they matter. As needs are pre-empted, people are supported by staff and for most daily living tasks.

All identified needs are assessed and highlighted within the digital system we use at Cherry Tree for care planning and needs are presented within each individual's daily timeline. Staff record against these tasks so that they are met. Any concerns are highlighted in real time so that prevention can be escalated. These daily living tasks include; personal care, food & fluids, repositioning, skin checks, continence management, medication administration, sleep patterns, night checks, wellbeing checks, falls assessments, environmental checks, equipment checks, mental wellbeing checks, health monitoring both physical and mental health.

The system also ensures that needs are met in a timely manner and the tasks will alarm.

Handovers are carried out between day and night time staff change overs so that all staff are given an overview of any concerns that have been discovered and acted upon.

Staff receive training on Safeguarding reporting and this is overseen by management. They have an awareness of what is required to be reported and when, should they suspect any abuse or neglect is taking place.

Management and staff maintain good working in partnerships and work in collaboration with multi-agencies to protect the vulnerability of all people using the service. That is from our perspective as a service provider. It appears that people using the service do feel safe and protected as demonstrated within our QQA feedback. People appear to have good relations with all management and staff and feel comfortable in engaging with them. There appears to be trust in our staff whereby people feel safe. From time to time, people may feel they prefer certain staff members to others and this is addressed and sensitively discussed and the individuals' preferences are always considered. We strive to encourage that our staff have good communication skills to optimise their relationships with people so that they do feel safe.

The service is compliant in this area.

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

Cherry Tree has a choice of communal areas for people to make a preferred choice of where they would like to spend their time during the day or night if necessary. Each communal area has a unique feel to it some areas are quieter than others so the building lends itself to choice.

The building has hydraulic baths and several wet rooms throughout on each floor that give privacy and choice. There are also communal toilets around the building to promote independence. Most bedrooms has an ensuite with a toilet and wash basin that offers privacy and upholds dignity. Where there is no ensuite, there is a communal toilet and bathroom nearby.

The building is accessible for peoples' physical needs. There is a lift in situ to access the first floor and stair lifts for people who are not keen on using the lift.

Where we have people living at Cherry Tree who lack personal safety awareness, the building is secured by electronic coded doors. Individuals are supported daily by staff to navigate to the ground floor areas. The building is secure to promote safety and wellbeing for people.

Walk ways are regularly checked to ensure they are clutter free to limit risks of falls. Hand rails to support mobility are in situ.

Ergonomic equipment is purchased when required such as profiling beds and lifting equipment

People are encouraged to personalise their own bedrooms and are supported to do so by staff. We have a maintenance manager who can put up pictures of choice.

All health & safety checks are carried out by our maintenance manager and discussed with management. Any repairs are also identified through walk arounds and I work very closely with this manager to ensure that the building is compliant and fit for purpose. Lifting equipment is examined under LOLER as required. Regular fire drills are carried out.

The service subscribes to Guardian for support around health & safety matters and there are currently no outstanding issues on the assessment which has much improved from previous assessments.

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)	33
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	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	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.	The manager has QCF level 2, 3 & 4. Also has QC F Level 5 in Health 7 Social Care Management and is currently registered with Social Care Wales The manager also undertook training on the virtual Dementia Bus training session. A lasting smile dental assessment training Falls pathway training Several training sessions attended for our new digital software care planning system
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	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.	QCF Level 3 in Health & Social Care Attended virtual Dementia Bus training session A Lasting Smile assessment training Falls Pathway Training Several training sessions on the use of our digital care planning system Nourish

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lasting smile oral assessment training x 4 Dementia Bus virtual training session x 1 QCF Health & Social care level 2 x 1 QCF Health & Social care level 3 x 1 Digital Software Nourish Training x 4
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	4
No. of part-time staff (17-34 hours per week)	0
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.	Days 8am to 8pm Nights 8pm to 8am Typically each staff member works between 3 shifts one week the next with every other weekend off
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	4
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	A Lasting Smile Oral Health Care Assessment Training x 16 Dementia Bus Virtual Training x 2 QCF Health & Social Care Level 2 x 4 QCF Health & Social Care Level 3 x 1 Digital Software Nourish x 9
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	10
No. of part-time staff (17-34 hours per week)	6
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>Typical shift patterns are 8am to 8pm and 8pm to 8 am. Usually staff who are full time working 3 shifts one week and 4 the next with every other weekend off.</p> <p>Part time staff work 2 shifts a week with every other weekend off.</p> <p>Each day, there are 4 care staff on duty with one senior on duty and at night there are 3 carers and one senior carer on duty</p> <p>We were covering 34.50 hours a week with an agency carer</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	5
No. of staff working towards the required/recommended qualification	11

Domestic staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
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.	None at this time

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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None at this time
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Administrator who manages staff files and requests DBS and references. Records staff sickness and absences and arranges return to work interviews. Arranges interviews for staff. Arranges staff supervisions. Records and manages holiday requests and entitlements. Takes minutes at meetings. Carries out food orders. Manages training matrix and arranges training for staff. Manages petty cash and people's personal money kept in the safe. Creates admission packs and staff starter packs. Uploads staff profiles onto Nourish. Archiving. Scanning. Answers the phone, deals with enquiries. Answers the door and telephone. Pays the hairdresser and chiropodist. Deals with both business and people's personal mail. In general carries out all important administrative duties for the service.</p> <p>Maintenance manager - oversees all repairs and general maintenance of the buildings and gardens. Carries out all necessary health & safety checks.</p> <p>Activities Co-ordinator - manages the activity programme</p>
Filled and vacant posts	
No. of staff in post	3
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	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Administrator has attended training courses for our digital software care planning system Maintenance manager has undertaken Legionella awareness training.
Contractual Arrangements	
No. of permanent staff	3
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)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0