

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:	Cherrywood Care Ltd	
The provider was registered on:	25/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Torestin Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	25/01/2019
	Responsible Individual(s)	Susan Mason
	Manager(s)	Angela Davies
	Maximum number of places	44
	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	The home has a training tracker which is used to identify each employee and their status of training. From that, plans are put in place to arrange the specific training required for individual employees. An external trainer carries out mandatory training which supports theory done on online.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment procedure is activated as positions are available. Local uptake can be low resulting in recruitment with an agency for overseas staff via Home office. Home office guidelines, as well as the normal employee checks. To support retention supervision and meetings contribute through communication and support that fosters team relationships Covid has limited external staff activities however in house activities have taken place.

Service Profile

Service Details

Name of Service	Torestin Care Home
Telephone Number	01437891373
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?	70
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Fees Charged

The minimum weekly fee payable during the last financial year?	650
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?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets.

Service Environment

How many bedrooms at the service are single rooms?	44
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The residents can enjoy a nice courtyard garden with shrubs and flowers, and there are plenty of places to sit and look at the pond. Some of the bedrooms, as well as the main lounge and a quiet room lounge have a view of the courtyard garden. A further decked area can be accessed from the conservatory, providing a pleasant seating area, with floral and shrubbery tubs and pots.
Provide details of any other facilities to which the residents have access	A hair dressing room is available for residents, to receive health and beauty treatment in a private setting.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHILDREN (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

As the RI, I regularly communicate with the Registered Manager and her staff via phone, email, and face-to-face to ensure effective communication. We hold managers meetings to share good practices for the wellbeing of individuals across the Quality of Care Review themes.

I actively participate in commissioning's training on Quality Assurance for future compliance. I aim to enhance the presentation of Quality Assurance and the Quality of Care Review to support each other, enabling a robust process for completion and improvements.

I have attended and participated over teams in different training sessions through 'My Home Life' that are committed to the development of positive practices.

I collaborate with the home to ensure care is delivered in a manner that prioritises individuals' voices, choice, and access to opportunities.

Care plans and examples provided can evidence that residents are able to express views, opinions, make choices and are able to have and enjoy the opportunities made available to them.

The process of reviews is inclusive, providing opportunities. Daily chats by management and staff with residents provide important feedback for all aspects of their care, helpful to residents less able to participate in the formal review process.

Residents can input both informally and formally, where more communal topics can be discussed, such as menus, activities and how to raise concerns or complaints. Solutions are always sought to put things right, and therefore provide what that person requires to support them in all aspects of their life, to promote their wellbeing. On occasions, complaints that get raised that are not immediately able to be addressed, an agreed plan would be actioned to meet their outcomes.

Weekly manager and deputy meetings discuss key aspects of the home. 'My Home Life' themes of 'Personalisation' 'Navigation' and 'Transformation' will be included. A current example under 'Navigation' 'managing transitions' is how a resident following a long hospital stay was supported to choose a room that best suited their needs of private space and access to quiet communal areas. They and their family have continued to be supported to settle in, and supported with things that are important to them, of piping hot meals and frequent checks.

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.

Care plans, meetings, and conversations with the manager, deputy, staff, and residents allow me to audit processes and assess the happiness, support, and ongoing health of individuals. Being present in the home at various times, I witness first-hand how the staff addresses residents' happiness, health, and wellbeing. The biographies in care plans offer valuable insight into residents' lives, enabling personalised support on various levels. Understanding their strengths greatly enhances self-esteem and contributes to positive experiences that foster overall happiness and wellbeing.

Care plans demonstrate successful implementation of these principles. For instance, a care plan addressed anxiety by ensuring they have companionship during the day, promoting their wellbeing and encouraging engagement with others. They actively participated in discussing memories of the Queen with fellow residents and joined in toasting the Queen's life, becoming part of a significant historical moment.

Another residents care plan clearly outlines the best way to provide the resident with the ability to be involved in their care, which shows that they are able to express their wishes and preferences. Family have built up trusting relationships with staff and are very complimentary about the staff and the care their loved one receives.

The manager confirms that care plans effectively measure residents' happiness, health, and wellbeing through recorded notes from conversations and staff observations. These records can support involvement with external agencies and healthcare professionals. Residents have received vaccines for protection against Covid and flu viruses, and the home receives ongoing support and guidance from Environmental Health.

Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets.

Group and individual activities are organised at the home, fostering social engagement. The manager has highlighted positive social aspects occurring, a scrapbook of pictures documents various events.

Resident escorted to an important family function
Resident on a trip out for coffee and cake
Resident on a trip to Milford Marina
Residents toasting the Queen
Residents making Halloween decorations
Residents enjoying entertainment and a Halloween themed tea trolley
Christmas celebrations
Residents Baking Day

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

Daily checks (level 1) occur during shift changeovers to ensure safety and security. This includes examining exit points, fire safety measures, the environment, temperature monitoring, equipment functionality, emergency lights, unobstructed fire exits, and preventing hazards. These checks account for all individuals on the premises, ensuring a safe environment for residents, staff, and visitors.

The manager and RI conduct periodic audits to maintain safety standards. Fire safety measures, such as alarm and extinguisher testing, inspections, recommendations, and training, are part of the manager's responsibilities. Additionally, the manager ensures an adequate supply of medication is stored securely with proper documentation.

The kitchen maintains proper paperwork and compliance with environmental health and food safety management systems. Food stocks are managed according to residents' needs and requests, following rotation guidelines and proper storage practices in larders, fridges, and freezers. Opened foods are labelled with use-by dates.

An effective defect list identifies any faulty items or areas, ensuring timely action. The maintainer addresses these issues, with close collaboration between the managers. Staff involvement guarantees resident safety, such as removing and labelling defective equipment to prevent unsafe usage.

Staff training and supervision ensure fitness for purpose and address any concerns or training needs. This aligns with Transformation's goal of maintaining a capable workforce and promoting a positive culture, as part of the 'My Home Life' initiative.

Care plans, assessments, and risk assessments provide necessary information for safe care delivery and identifying risks of abuse or neglect. The I STUMBLE protocol is followed for falls or incidents, ensuring appropriate action is taken. Incidents, including falls, are reported on a MARF form, with data recorded in an excel spreadsheet. This monitoring system promotes safety, enables effective tracking, and safeguards residents from abuse or neglect.

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

As the RI, I collaborate with the manager to ensure the accommodation meets individuals' specific safety needs and supports their personal goals. Weekly meetings address environmental matters. Individual rooms are furnished to provide home comforts, allowing personal items to be added or replaced according to preferences/needs. Residents can contribute to room colours and decorations during redecoration processes. Some bedrooms have been upgraded with new furniture.

A manager's meeting will include a conversation on sharing best practices for creating a dementia-friendly environment. The focus will be on making changes that enhance the comfort and independence of residents with dementia, reducing stress and anxiety.

The lounge is designed to facilitate activities and TV viewing while maintaining clear pathways for those using walking aids. Side tables are available for drinks, snacks, and meals for residents who prefer dining in the lounge. There is access from the lounge into the courtyard garden and a quiet smaller lounge, with the addition of sitting areas in Brodie. Many residents walk with purpose and the design of the home provides ample space for this.

Informal conversations and observations by the manager with residents and staff generate ideas for potential layout changes in communal and private rooms.

The kitchen is well equipped with ample room for storage and cooking/serving of meals and has a folder with all FSMS paperwork. The dining room is situated off the kitchen for residents to take their meals. Bathrooms are equipped with safe bathing facilities, and staff can support as required.

During an RI Audit I spent some time looking around the home and found that the standards of bedrooms were improving. There had been considerable investment in new bed linen, all the same pattern in 3 different colourways were complementary and new furniture and curtains and poles.

Room changes were made to enhance residents' needs and promote their wellbeing. For instance, a resident who spends significant time in bed now has a larger room with a garden view. The bed placement maximizes the view, and there is ample space to display pictures and trophies related to their horsemanship, creating a personalized and comfortable environment.

Art has also been enjoyed in the Brodie lounge conservatory area with a visitor and access to the kitchenette to make drinks.

More refurbishment is planned, particularly the hallway flooring

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)	43.10
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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
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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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
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.	<p>Communication Pack 1 & 2 HR training Falls Prevention (on teams) Camel and I Stumble Diabetes (online) Articles from Nursing in Practice</p>
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Training Challenging Behaviour
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	12
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	2
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	6
Safeguarding	3
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Covid 19 Donning and doffing Fire training First Aid Dying death and bereavement I Stumble Camel Person centred care Diabetes Allergen awareness COSHH</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	12
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)	10
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
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.	Day shift 06.45 – 19.00 2 Care Officers Night shift 18.45 – 07.00 2 Care Officers
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	5
<p>Other social care workers providing direct care</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	19
No. of posts vacant	12
<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	22
Health & Safety	16
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	18
Safeguarding	8
Medicine management	2
Dementia	15
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Covid 19 Donning and doffing Camel and I Stumble First Aid Allergens awareness BLS Communication Confidentiality Diabetes Fire awareness HACCP Person centred care
<p>Contractual Arrangements</p>	

No. of permanent staff	24
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	8
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)	12
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	8
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.	Day shift 06:45 – 19.00 2 Care Workers Short day shift 06.45 – 14.00 4 Care Workers Afternoon Shift 13:45 > 21:00 3 Care Workers Night shift 20.45 – 07.00 2 Care Workers
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	11
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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	0
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.	Confidentiality COSHH Covid 19 Donning and doffing Fire First aid
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	4
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	5
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training Donning and doffing HACCP COSHH Food allergies
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	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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
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.	Care Plan Co-Ordinator - Assesses, Reviews and Formulates Care Plan, in collaboration with Management and Social Care Workers.
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	1
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.	Professional Boundaries Oral Health Data Protection UK including GDPR Risk Assessing Record Keeping Communication Food Allergies Fire Awareness
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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.
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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