

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:	Christadelphian Care Homes	
The provider was registered on:	05/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Newton Court Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/07/2018
	Responsible Individual(s)	Jeremy Brown
	Manager(s)	Sarah Owen
	Maximum number of places	28
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff attended a session on the virtual dementia tour bus. This upskilled them and gave them confidence in looking after residents with a dementia.</p> <p>We ensure that staff complete their mandatory training, both virtually and face to face.</p> <p>Two staff are currently working towards L2 in care and a further employee L3.</p> <p>We identify staff who are wanting to develop and use our supervisors to train them to complete various roles in the home e.g. reviewing care plans, medication audits etc.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Using paid online adverts to attract staff.</p> <p>Liaising with Swansea University to encourage students.</p> <p>Promoting Recommend a Friend Scheme encouraging staff referrals.</p> <p>Social media to increase connections with local communities.</p> <p>Using HR data to track retention rates and look at trends.</p> <p>Completing exit interviews – help resolve issues of why colleagues are leaving.</p> <p>Gift cards to help with the cost of living.</p> <p>Offering flexible bank contracts.</p> <p>Advertising roles internally - encouraging promotions.</p>

Service Profile

Service Details

Name of Service	Newton Court Residential Home
Telephone Number	01792361306
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	None.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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Fees Charged

The minimum weekly fee payable during the last financial year?	503.30
The maximum weekly fee payable during the last financial year?	1746.50

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	1
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 take place at least quarterly. These are minuted and shared with residents / NOK as required.</p> <p>Suggestions box is available for those who wish to remain anonymous.</p> <p>Actions from meetings reviewed at the next meeting to ensure that they have been completed.</p> <p>Residents / NOK are invited to care plan review meetings as and when required.</p> <p>An annual quality assurance questionnaire is completed by the trustee of the service.</p> <p>Focus groups are set up where residents can discuss / comment on things such as food / activities.</p> <p>Residents have key workers and naturally develop more of a rapport with these individuals - encouragement is given to the residents to share / comment on the service so that it can be improved.</p> <p>Senior staff within the home work 'on the floor' and therefore are in constant contact with the residents encouraging them to feedback to them any concerns / comments.</p> <p>Residents' families are always welcome (no visiting times) and join in with day-to-day living.</p>

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	26
How many bathrooms have assisted bathing facilities?	2
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	Green house Summer house Extensive gardens
Provide details of any other facilities to which the residents have access	Beach hut on Langland Bay

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.

Newton Court provides all potential residents with various forms of information about the care and support that we offer and how 'life' is in our home. We take seriously the importance of striving to ensure that all residents in our care are able to lead fulfilling lives and that they are the protagonist in their life.

Newton Court's SOP and SUG are shared and outline aims and objectives and include our values statements. These focus on the necessity to ensure that all residents retain their independence, privacy and dignity, all of which is integral to the resident feeling comfortable throughout the process of choosing their next home.

Senior staff hold an extensive meeting with the new / prospective resident and their NOK. Included in this meeting is the initial care assessment. This is vital in ensuring that the initial care plan that is drawn up is effective and clearly reflects the necessary care. This meeting helps Newton Court to understand the person and ensure that all documentation is clearly person-centred throughout.

Residents have many ways in which they can express their opinions and make suggestions. Senior staff work alongside the care team each day and are readily seen and available for conversations with the residents.

Residents and their NOK are invited to care plan review meetings when there are specific changes to the care that is being provided. During this meeting, residents or their advocates are encouraged to make suggestions and highlight items that they feel work, do not work or could work better. We actively seek this feedback so that we can ensure that the care given is appropriate.

The annual quality assurance questionnaire provides valuable feedback. Residents can choose whether their submission is anonymous or named. An action plan and time frame is then set up once the questionnaire results are analysed and we aim to rectify any of the resident's concerns. The questionnaire and collation of results is completed by the Newton Court trustee and presented to the management team so as to ensure that residents feel able to express their views without worrying that management will see the specifics.

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.

When a new resident arrives we actively attempt to discover their hobbies and interests. We gather information for a life history which is then used to inform their care plan. We will facilitate either in-house activities to support this or if this is not achievable we will find local community activities. Examples of this include taking residents to a Bike-ability session, getting out on a rowing boat and cooking 'sticky chicken' in the kitchens!

We also provide choice for all residents on the healthcare professionals that they wish to see. We have a number of GP surgeries that support us and all of these are available for new residents. If a resident wishes to remain with their GP surgery when they move then this is facilitated (if the GP surgery agree). This is similar with all other healthcare professionals who support our residents.

All feedback is collated and the overwhelming response is that of a complimentary nature. The main theme of the compliments we receive from family members is the caring atmosphere of the home and the care and positive attitude shown by the staff to the residents. Health professionals regularly comment on the care we provide, how the home is different to the majority of the other homes they visit, that it is the only home in the area that they would wish their relative to move into and the knowledge and understanding of the staff about the residents' preferences and medical conditions. Some recent quotes include:

•"Thank you for all your hard work in producing such a lovely party on Thursday afternoon. The food was amazing, the company was very good and you even arranged for perfect weather!" (Family member)

•"This was my first visit as a District Nurse to the home – lovely feel to the place. Helpful and always present staff / managers. Carers did a fantastic job of carefully dressing patients leg after fall."

•"Thank you to all who provided a calm and spiritual setting at Newton Court. XX was able to grow in her love for God's word in her earlier days with you all."

•"Lovely home, with genuine caring people at the helm. I have a very confidence in the team here." (GP)

•"All residents seem happy. Very friendly and professional staff. Beautiful setting. Loveliest home I've visited." (Foot Health Practitioner)

•"Fabulous home! Homely atmosphere and friendly staff."

•"She so loved the fresh air and being able to be outdoors in our wonderful productive gardens."

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

All staff are inducted and then trained in identifying abuse of any nature. Staff undertake training relevant to their role and complete both e-learning training courses and face-to-face courses to ensure that they are able to identify abuse and act appropriately. Our policies and procedures give thorough information on abuse to help ensure that staff are properly informed in any situation.

Our Director of Operations is the Safeguarding Officer within CCH and all safeguarding concerns are spoken through with him. One of our trustees is a Safeguarding Lead, and again, all safeguarding referrals are spoken through with him.

Currently, all our residents either have capacity or have a family member who supports them who holds POA. On admission to the care home all relevant documentation relating to POA is obtained and, if at this point none were available, we would speak through with the residents about the situation and ascertain their views. We do have an active welfare committee who are able to act as advocates for the residents if required. If an independent advocate were required then we would seek to find someone suitable through social services.

We recently asked residents in a residents' meeting about how safe they feel at Newton Court and here are a couple of their responses:

- "Newton Court is my home. I love it here and all the carers...they are my friends as well. We're all friends."

- "I always feel safe in the home. I know all the doors are locked, but it's more than that. There are always people here who I can talk with and share things with. That is what makes it at home."

We fully recognise that the feeling of safety is not simply about physical safety. It is about how someone feels at all times. 'Home' often is the place that most people feel safe and it is important that we strive to make our home at Newton Court the safe place that all our residents call home.

A recent thank you card from a family member states:

- "I can't believe she has been with you for almost a year but you have made her feel very welcome, and I knew she was in a safe place." This 'safe place' does not simply refer to the physical location – this is the 'safe place' that we create through the love and care of the staff and other residents.

Another card states:

- "Thank you. It meant the world to me and my family that he was happy and so safe. You cared for him well during the pandemic as well as ensuring he had such a range of things to do throughout the day."

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

We have a very active welfare group who meet regularly and visit residents in the home on a weekly basis. Real friendships are forged throughout these times and those residents who are able to go out on trips with these welfare members enjoy different experiences. For those who are perhaps unable to go out of Newton Court, they enjoy spending time in the gardens, picking vegetables or fruit, feeding the fish, watering the hanging baskets etc. These simple 'tasks' are meaningful activities and ensure that residents can feel that they are leading normal lives at Newton Court. The welfare members understand that physically doing something with a resident is important but that there are times when simply talking and supporting is the appropriate thing. Newton Court is a faith based home and there is excellent interaction with the local church. Transport links are set up to ensure that it is easy for all residents, whatever their mobility, to go to worship. For those who are unable or do not wish to attend, there is a supplementary church service held at Newton Court if they wish to participate.

Residents are encouraged to maintain existing relationships if at all possible. We purposely do not have specific visiting times as this could potentially limit and reduce these relationships. Many residents choose to have telephones in their rooms so that they can contact friends and family whenever they choose. Those who do not, or are not able to use telephones independently, are supported to do so by staff. Newsletters and special event invitations are sent out to friends and family so that they are made aware what is happening here and they are actively encouraged to be involved in residents care plans and assessments if residents wish this to be the case.

Newton Court has many reception rooms so residents are able to receive visitors in public areas or in their own rooms for privacy. Staff are trained to accept visitors and then go ahead of them to ensure that the resident is willing to receive them. We actively encourage visitors and have a philosophy of seeking to engage as many helpers and supporters in this direction as we can.

We edit a newsletter every few months and residents are encouraged to write articles to be printed which give them opportunity to voice their thoughts on activities here and general life in the home.

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)	22
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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	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.	
<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
Deputy service manager	
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

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	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.	Managers' conferences attended 2x throughout the year.

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?	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

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	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.	Attended 2x managers' conferences in the year.

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental health training. 1x staff member on their L3 training in care.

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
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.

8am - 5.30pm = 1 senior carer
5.30pm - 10pm = 1 senior carer
10pm - 8am = 1 senior carer

Staff Qualifications

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	1

Other 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	28
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	16
Health & Safety	28
Equality, Diversity & Human Rights	28
Infection, prevention & control	28
Manual Handling	28
Safeguarding	28
Medicine management	28
Dementia	28
Positive Behaviour Management	28
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2x carers going through L2 in care.
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	13
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)	2
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	13
<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.	8am - 5.30pm = 4 carers 5.30pm - 10pm = 3 carers 10pm - 8am = 1 carer
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	2

Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
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	5
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	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	4
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	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)	1

Staff Qualifications

No. of staff who have the required qualification	5
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.	Wellbeing assistant - supporting with various activities in the home to stimulate positive outcomes for the residents. Maintenance assistant - as above

Filled and vacant posts	
No. of staff in post	10
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	5
Health & Safety	10
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	5
Medicine management	0
Dementia	6
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	6
No. of Fixed term contracted staff	4
No. of volunteers	0
No. of Agency/Bank staff	4
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)	3
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	4