

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:	Claremont Partnership	
The provider was registered on:	01/10/2018	
The following lists the provider conditions:	Lowri Haf George is a partner Samantha George is a partner Joanne George is a partner Liam George is a partner	
The regulated services delivered by this provider were:	Claremont Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/10/2018
	Responsible Individual(s)	Liam George
	Manager(s)	Liam George
	Maximum number of places	21
	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 tried and tested induction programme that covers all aspects of core training that is overseen by a hands on management team. Direct observation, supervision and mentoring can identify any gaps in training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home continues to recruit by 'word of mouth' and by using online recruitment platforms like Indeed. The last 12 months have been the most challenging time for recruitment and for retention. The home has striven to retain staff through increased wages, pay incentives and social support.

Service Profile

Service Details

Name of Service	Claremont Care Home
Telephone Number	01656766495
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?	21
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Fees Charged

The minimum weekly fee payable during the last financial year?	737
The maximum weekly fee payable during the last financial year?	737

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?	Daily conversations with staff. Resident meetings. During internal and external care plan reviews. Resident questionnaires that enable residents to comment on the operation of the service.

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	The home has 3 separate outside areas, that include a patio/garden area and a designated smoking space.
Provide details of any other facilities to which the residents have access	The communal areas at the home are such that they can be utilised to provide space for various functions and activities.

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>At Claremont our residents are intrinsic to our success and we recognise that their voices give us direction and focus. Our residents are encouraged and supported to make their voices heard. Our staff are trained to listen to residents and to act on their wishes. Regular care planning and review ensures that residents have opportunities to steer the direction of their care and to provide feedback on the efficacy of their care. There are clear lines of communication between residents, staff and the management of the home. The home is a family run partnership, which each of the four partners having over thirty years experience of running a care home. With this experience has come the knowledge that residents develop best when they have the opportunities to choose their care and support.</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>As a care home it is our goal to make our residents happy, this would not happen if they were not supported to develop and to improve their general wellbeing. Claremont staff are trained to be able to support residents in their daily lives and to ensure that their wellbeing is paramount. Claremont has over the years developed a good working relationship with other health professionals involved in the care of our residents. It is these working relationships that enable residents to have a diverse range of experts involved in their care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Claremont is a home that has provided care to vulnerable adults for over thirty years. Many vulnerable adults with complex mental health needs have flourished at Claremont because of the fact that they feel safe from abuse and neglect. Staff are trained to recognise the signs of abuse and neglect and they are encouraged and supported to report any signs of abuse and neglect. The involvement of external health professionals gives residents further protection as they are being monitored by people who can cast further focus on their care. Claremont has a robust and vigorous complaints procedure that ensures that any resident complaints are investigated and resolved in quick time. The home is inspected by the CIW and by the local authority thus ensuring that residents are treated with dignity and are protected from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Claremont is a care home that provides much more than a place to live. Claremont is family run business partnership, in which the four family partners take an active role within the business. This active involvement ensures that any issues that may occur are resolved quickly. At Claremont, the Responsible Individual is also the Manager of the home. This fact ensures that any problems can be resolved quickly, as the RI has an active daily involvement in the running of the home.</p>

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) 14

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<table border="1"> <tr> <td data-bbox="410 2103 927 2154"> <p>Does your service structure include roles of this type?</p> </td> <td data-bbox="932 2103 1444 2154"> <p>Yes</p> </td> </tr> </table>	<p>Does your service structure include roles of this type?</p>
<p>Does your service structure include roles of this type?</p>	<p>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.

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	0
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 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
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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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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
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)	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	2
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
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
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	12
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	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	0
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff will undertake training specific to Covid-19 and other infectious diseases.
Contractual Arrangements	
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
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)	2
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.	Care staff work 12 hour shifts. Day staff work from 8am to 8pm. Night staff work 8pm to 8am. There is a minimum of 3 care staff by day, plus a manager. There is a minimum of 2 waking care staff by night, plus a manager on call. There are 2 domestic staff who share a total of 48 hours a week.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	On going training relating to Covid-19 and other Acute Respiratory Infections.
Contractual Arrangements	
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
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)	2

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No