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:	Clock House Residential Limited
The provider was registered on:	01/11/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Clock House Residential	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/11/2019
	Responsible Individual(s)	Benjamin Roberts
	Manager(s)	Rebecca Ditchfield
	Maximum number of places	13
	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	we have our training matrix in place which identifies and flags up when staff are due refreshers / need to re do training. All new staff complete the induction process which involves completing all training. We have links with a training provider who provide all of our face to face training and we use flexible for all our online courses. staff have 6 weekly supervisions where any training needs can be identified as well as completing an annual training development plan and annual appraisal
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use indeed to put out jobs posts ,word of mouth is a key in recruiting for us we have a lot of friends and family of current employees who apply for positions, in terms of staff retention we try and pay well over the minimum wage and pay extremely competitive rates for the sector, we have an open door policy so staff can come to us with any issues or problems , we are a family run business and understand the happiness of staff is key to the home running successfully and keeping standards high

Service Profile

Service Details

Name of Service	Clock House Residential

Telephone Number	07794459936
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	we have welsh speaking staff but currently we have no welsh speaking residents

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11

Fees Charged

The minimum weekly fee payable during the last financial year?	1800
The maximum weekly fee payable during the last financial year?	3700

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?	qaulity assurance review done twice over the last 12 months 3 monthly reviews with residents and significant others RI visits where residents are interviewed and spoke to about the service and their thoughts regular (never more than a week) phone calls and visits from families / guardians / significant others 6 weekly residents meetings.

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	13
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	we have a big garden with polly tunnel for growing veg etc , we have raised flower beds , dinning patio area , visitors shed (still from covid), trampoline and several sheds for storing items. we also have a large car park which accommodates all staff and visitors.
Provide details of any other facilities to which the residents have access	N/A

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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.	We try to develop a culture of person centred care and in bed that into our setting. We provide opportunities for peoples voices to be heard and ensure that people choice are listened to. We continue to use the Active Support model and sit with residents weekly or when they desire. Residents are aware of whom they can speak to and how to make a complaint and the people that are closest to the residents including family, friends and professionals are heavily involved and will if necessary act on behalf of the residents.
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.	All health needs and appointments are met. Staff strive to ensure that residents have access to all health appointments and all communicate with health professionals regularly. All findings are recorded in a health action plan for reference and monitoring purposes. We use weekly health and well-being charts and all staff fill these in daily and encourage the residents to take part. Health and well-being records help the staff and residents to keep a track of what is needed to be done or what has been done. All staff receive training in all areas of health and well-being and the residents are also encouraged to take part in dental training. Regular reviews are held with the social services, residents and families to also monitor health and well-being. All work or evidence of health and well-being requested by the Social Services in submitted in a timely manner.
The extent to which people feel safe and protected from abuse and neglect.	All staff have training in safeguarding adults,The All Wales Safeguarding Training and staff are encouraged to use the all Wales Safeguarding app. All residents have access to an advocacy service as well as points of contact for making any complaints. All residents are encouraged to speak with staff, family and professionals regularly so they can discuss their feelings or if there are any issues or concerns they would like to discuss. All residents say they feel safe and secure in their home. All residents families and significant others feel their relatives are safe and looked after.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	At Clock House we use a staff matching tool and also a residents matching tool to make sure that all the people living in Clock House are happy and that all the people living there are able to maintain positive relationships whilst going about their daily activities and routines. Staff encourage the residents to be individual as possible with their choices and this is included also with how they would like their bedrooms decorated and also include the residents on how they would like their home to be decorated. Residents are involved with the design and layout of the garden and take an active role in the maintenance. The house is adapted to the needs of the people currently living there but can also be adapted to the needs of any new admissions. All families and residents who have filled the questionnaires have disclosed that they are happy with the home and its decor and feel that it has a warm and homely feel.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	21

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

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

Staff Type		
	Service Manager	
	Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a

> 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)	1
No. of part-time staff (16 hours or under per week)	1

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
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

> 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	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a

> Contractual Arrangements

No. of permanent staff	5
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)	5
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	5
No. of staff working towards the required/recommended qualification	0

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	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	5
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a

> 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)	0
No. of part-time staff (16 hours or under per week)	4

> 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.	this varies from day to day , but we will always have 7 staff on during the day , this includes staff from each part of the staffing pyramid.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	5

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	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	1
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	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a

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)	0
No. of part-time staff (16 hours or under per week)	2

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.	10-2 shifts or 6-10 sleep 4 of these shifts a week for these guys

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	2

Domestic staff

Does your service structure include roles of this type?	No

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