

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:	Deen Care Limited	
The provider was registered on:	10/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Allerton Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/05/2019
	Responsible Individual(s)	Nadarajah Pragashparan
	Manager(s)	Judith Richards
	Maximum number of places	19
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training is provided via e-learning program, BCUHB, LA and external training providers. Training covers mandatory requirements as well as more person centred and specific training to meet client needs identified through pre-admission assessments and review of care plans.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Vacant posts are advertised through indeed platform and 'Find a Job' through the government portal which links directly into jobcentre plus. Recruitment continues to be difficult and therefore the home holds a sponsorship licence to recruit skilled workers from overseas.

Service Profile

Service Details

Name of Service	Allerton Lodge
Telephone Number	01352710635
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?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	807.03

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?	Staff engage with residents and their family/friends and feedback any concerns or suggestions to the home manager. Six monthly surveys are sent out to family/friends, professionals, staff and residents and the results of these are fed back into the quality of care report and any concerns for action raised with the home manager. Unfortunately no formal resident or family meetings have been held in the last financial year.

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is set on two acres of land with beautiful semi-landscaped gardens surrounding it offering bird song, grazing sheep and stunning views. Gardens are easily accessed via the main doors There are areas for seating. There is a designated smoking area that is spacious and comfortable. The Residents have a secure garden that is accessible from the main lounge or conservatory. The residents have the use of raised flower beds to undertake gardening tasks if/when they wish
Provide details of any other facilities to which the residents have access	The home has a minibus allowing residents access to external services and activities if they so wish. Excursions for residents can be planned by the activity coordinator when in post.

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

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.

Allerton Lodge Care Home has governance arrangements in place, recognising the importance of each resident's ability to exercise their choice regarding the content of their daily life and providing different opportunities to encourage the freedom of expression and opinions, especially regarding personal care and treatment. In addition, Allerton Lodge Care Home is committed to delivering person-centred care where all users are seen as equal partners in planning, developing, and accessing care to ensure it is most appropriate for their needs. We support each resident's independence and the ability to choose how their care should be organised depending on the outcomes they would like to achieve. The aim is to hold regular resident and relatives meetings and welcome everyone's opinion on all aspects of daily life. We also collect feedback through questionnaires from our residents, their relatives and health professionals. Moreover, any opinions/comments/suggestions/complaints made by residents, relatives, health professionals, etc., are recorded and analysed as part of our Quality-of-Care Monitoring.

We believe that people's voices and choices about their care and support are critical to maintaining better physical and mental health and well-being. There is evidence that people who are involved in decisions making and able to make choices about their health and care report higher satisfaction with the services they receive. They also tend to make fewer complaints compared to people not involved in the decisions making process. The findings of our review suggest that the residents in the Care Home have a variety of opportunities to voice their concerns and to participate in the planning of their daily life. Overall, we are satisfied that the Care Home offers diverse opportunities for residents to express their opinions and concerns. We will monitor the continuous improvement and maintenance of this practice. We are also happy that the staff feel well supported, as high staff morale is vital for a positive working environment that reflects everyone involved wellbeing.

<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>The Care Home has governance arrangements with extensive recording, monitoring, and auditing procedures, ensuring that each resident's health and well-being are maintained and supported adequately. The Care Home has links and provides ongoing relevant health professional support depending on individual needs and wishes, including but not limited to Doctors, CPNs, District nurses, Social workers, Chiropody, Dental Services, Solicitors and Advocacy services, etc. The Care Home facilitates appointments with GPs when needed to maintain the residents' health. We have appropriately trained staff who can administer medication and a qualified first aider during each shift. A system in place shows that DoLS is applied and monitored correctly. The Person-Centred Software (PCS) in the Care Home offers a wide range of practical charts, reports and analyses of the process involved in the day-to-day life of the residents. The PCS not only enables our staff and Management to work with the residents and their family/ care professionals to create a detailed individual care plan for each resident but also records the staff interactions, level of understanding and involvement with each resident's care needs. We can screen all care interactions and time each staff member spends with the residents, extract data, and analyse 'must-dos missed actions. This is a convenient tool as it enables us to monitor the care process and assist with staff supervision and appraisal outcomes. Each resident has a person-centred care plan that they (and, where applicable, their relatives) can access at any time. This provides peace of mind and allows them to participate fully in their care as partners to achieve their desired health and well-being outcomes. In addition, the Care Home operates a key worker's system, so each resident has a person coordinating with management/ relatives/ care professionals the personal resident's requirements and making sure these are noticed daily. The findings of our review suggest that the person-centred approach employed in the Care Home contributes positively to the resident's ongoing health and overall well-being. However, some areas can be improved, as mentioned above. The people involved in the service feel supported and able to achieve their desired outcomes, but the Management needs to ensure that they promptly act on all suggestions and feedback! We are content that the Allerton Lodge Care Home provides a supportive environment.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Care Home has governance arrangements, policies and procedures (including GDPR, safeguarding of vulnerable people and whistleblowing policies) in place with robust recording, monitoring and auditing processes to ensure all staff are compliant with relevant training and each resident is protected from all forms (physical or mental) of abuse or neglect. All staff are DBS checked and have two written references, alongside a thorough interview, before a decision for employment is confirmed. The Care Home promotes an open and transparent culture and efficient complaint and whistleblowing procedures, which are taken very seriously. The Care Home ensures that the physical environment meets all health and safety standards. This is done by employing appropriately qualified engineers to undertake all electrical equipment to be PAT tested, maintaining the fire system, boiler and gas appliances to be serviced and lift to have an annual service. Loler testing is undertaken on all hoists, bath hoists, stand aids and slings. All exit doors have a keypad system, and all visitors must sign the entry/exit book promptly. Each resident has a safe and secure place to store their valuables in their bedside locker, as well as the option to keep these in the safe in the Manager's office. The Care Home ensures that the premises are secured against those seeking unauthorised and unwelcome access without disproportionate restrictions being placed upon residents' and visitors' movements in and out of the Care Home. After evaluating the governance arrangement procedures, the results from the inspection visits, and feedback from the people involved in the service, we found that the Care Home provides an environment free of abuse and neglect. However, the Management should continue monitoring, maintaining and improving home safety.</p>

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

The Care Home has governance arrangements, policies and procedures (pre-admission assessment and all relevant audits on health and safety, environment and building regulations) in place with full recording, monitoring and auditing processes to ensure that people live and work in a safe and supported environment and consequently achieving their desired personal outcomes. Every resident can exercise their choice in the arrangement, the style of their bedroom furniture (they can bring their furniture), the choice of walls colour, and they can bring pictures and objects, so their private space is personalised and homely (as long as it fits with the health and safety requirements). The Care Home has full disabled access. The Care Home is registered with the ICO (GDPR), has an active duty of care waste management, and has contractors undertaking Loler certification, monitoring and testing. The Fire system is inspected six-monthly by a contractor. We have PAT testing annually and an Asbestos survey in situ; an Electrical audit is done every five years. The Care Home has a contract with pest control.

The Care Home has a programme of maintenance and improvement providing detailed information on the emergency, short- and long-term maintenance, showing the date due and with comments on how the planned or emergency jobs are progressing. The maintenance book has been completed correctly.

The Care Home underwent improvements to the internet access in all areas of the Care Home, so the residents can use tablets and phones to communicate with their friends and family as well as to participate in online memory activities on the tablets provided by the local authority in all areas of the Home. Residents' feedback indicates they are happy and comfortable in their present accommodation. However, they expressed the wish to go out more often. After evaluating the governance arrangement procedures, the results from the inspection visits, and feedback from the people involved in the service, we found that the Care Home provides an appropriate accommodation that supports the resident's well-being and achievement of personal outcomes. However, the planned refurbishments must be monitored, and all maintenance records must be fully completed. Suggestions raised by staff, residents and relatives need to be addressed by the Management as soon as possible and reported back to the provider.

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)	13
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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	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	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training is provided depending on assessed needs of the clients as identified through pre-admission assessments and care plan reviews. Additional training to the above that is carried out for this role is fire training, Care planning, MCA & DoLs, falls, first aid, IDDSI, tissue viability/skin care. There is also the requirement for the manager to have NVQ level 4-5 in health and social care and be registered with social care wales.
<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)	2
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	2
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?	No
<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	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	3
Safeguarding	3
Medicine management	4
Dementia	1
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training to the above that is carried out for this role is fire training, Care planning, MCA & DOLs, falls, first aid, IDDSI, tissue viability/skin care and oral care. Training is provided depending on assessed needs of the clients as identified through pre-admission assessments and care plan reviews. There is a requirement for staff to have NVQ level 3 for this role and be registered with social care Wales
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3

No. of part-time staff (17-34 hours per week)	1
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.	There is one senior carer on day shift seven days a week covering the hours of 8am - 8pm. Shifts are 12 hours and are occasionally split shifts of 6 hours.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
<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	6
No. of posts vacant	3
<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	11
Health & Safety	8
Equality, Diversity & Human Rights	6
Infection, prevention & control	8
Manual Handling	7
Safeguarding	13
Medicine management	6
Dementia	5
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training to the above that is carried out for this role is fire training, Care planning, MCA & DOLS, falls, first aid, IDDSI, tissue viability/skin care and oral care. Training is provided depending on assessed needs of the clients as identified through pre-admission assessments and care plan reviews. There is a requirement for staff to have or be working towards NVQ level 2 for this role and be registered with social care wales
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	3
No. of part-time staff (16 hours or under per week)	2
<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.	There are two carers on shift 24 hours a day seven days a week. There is also a senior carer on the day shifts. shifts are 8am - 8pm and 8pm - 8am.
<p>Staff Qualifications</p>	
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	6
<p>Domestic staff</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	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	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
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
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
Staff Qualifications	
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	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	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HACCAP, COSSH, First aid, fire
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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
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.	Maintenance Operative - responsible for all day to day maintenance of the home including decoration s, repairs and regulatory checks to maintain health and safety compliance. The maintenance operative is also responsible for maintaining the outdoor area that residents access.
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
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.	
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
No. of staff who have the required qualification	0

No. of staff working toward required/recommended qualification	0
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