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:	Deevale Healthcare Limited
The provider was registered on:	24/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

The Headlands Nursing Home

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/05/2019
Responsible Individual(s)	Nadarajah Pragashparan
Manager(s)	Angela Hammons
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	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	The Headlands Nursing Home

Telephone Number	01978861592
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
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?	36

Fees Charged

The minimum weekly fee payable during the last financial year?	946.00
The maximum weekly fee payable during the last financial year?	1064.00

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	1
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?	Resident meetings are held regularly with the most recent in this financial year being on 08/03/2023. As well as regular meetings residents are involved with care planning and can make choices and preferences known, staff engage with residents and feedback any concerns or suggestions to the home manager. Family and friends meetings are also held, this is usually followed by afternoon tea or tea party with the residents. 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.

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?	22
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 has a landscaped bank area to the front with a veranda providing picturesque views of the area; there is also a further patio area to the side of the Home, which has recently been extended to provide a safe outdoor vising area. Both areas are safe, secure and are accessible by all residents under staff supervision.
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

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.	The Home has robust governance arrangements in place recognising the importance of each resident's ability to exercise their choice regarding the content of their daily life as well as providing different opportunities to encourage the freedom of expression and opinions, especially regarding personal care and treatment. In addition, the Headlands Nursing 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. We hold regular residents, staff, 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. We have the anonymous suggestions box at the entrance foyer for everyone to use. Moreover, any opinions/ comments/suggestions /complaints made by residents, relatives, etc., 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 from the QoC review 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 the reviews suggest that the residents and the staff in the Home have a variety of opportunities to voice their concerns and to participate in the planning of their day-to-day activities. Overall, we are satisfied that the Home offers good opportunities for residents to express their opinions and concerns, and we will continue to monitor if there is an improvement in this practice. Home Management needs to provide more evidence that the views and concerns raised are acted upon promptly. We are happy that the staff feel supported, as high staff morale is vital for a positive working environment that reflects in the wellbeing of everyone involved.
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.	Headlands Nursing Home has governance arrangements with sound recording, monitoring, and auditing procedures, ensuring that each resident's health and well-being are maintained and supported adequately. The 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. We have appropriately trained staff who can administer medication and a trained first aider during each shift. A system in place shows that DoLS is applied and monitored correctly. There are governance arrangements in place with sound recording, monitoring, and auditing procedures, ensuring that each resident's health and well-being are maintained and supported adequately. The findings of QoC reviews suggest that the person-centred approach employed in the Headlands Nursing Home contributes positively to the resident's ongoing health and overall well-being. In addition, the staff are well supported by Management regarding mental health and well-being. We are content that the Home provides a supportive environment, and the residents are treated with dignity and respect. The outside space does not afford a large garden area, but the Management will work to improve the patio area so that the residents can enjoy going out more often.

The extent to which people feel safe and protected from abuse and neglect.	The Headlands 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 Home promotes an open and transparent culture and efficient complaint and whistleblowing procedures, which are taken very seriously.
	The Home ensures that the physical environment meets all health and safety standards. This is done by employing 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.
	The 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 follow required recruitment checks and induction. All staff complete safeguarding training which is refreshed annually or sooner if required. The Home ensures that the physical environment meets all health and safety standards by employing qualified engineers to undertake all electrical equipment to be PAT tested, maintaining the passenger lift, fire system, boiler, and gas appliances. 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. After evaluating the governance arrangement procedures, the feedback from inspection monitoring calls, and input from the people involved in the service, we found that the Headland Nursing Home provides an environment free of abuse and neglect. However, the Management should continue to monitor, maintain, and improve the relevant staff training.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The Headlands Nursing 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 Nursing home has full disabled access. The Nursing home is registered with the ICO (GDPR), has an active duty of care waste management, and has contractors to undertake Loler certification, monitoring and testing in place. The Fire system is inspected six-monthly by a contractor. We have PAT testing annually and have an Asbestos survey in situ. An electrical audit is done every five years. The Home has a contract with pest control. Legionella and gas certification are completed annually and are up to date.
	The home has a handyman who performs regular checks to make sure that all equipment (that does not require a specialist contractor) is working appropriately. Pre-admission assessment and all relevant audits on health and safety, environment and building regulations are 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 Nursing home has full disabled access. QoC review found that the Home provides an appropriate accommodation that supports the resident's well-being and achievement of personal outcomes. The residents' activities programme needs to be improved as this has not been achieved since last Quality Monitoring round due to difficulties in recruiting a coordinator.

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)	39

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	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service manager has completed EAT level 3 training and has attended IDDSI conference. 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.

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?	No

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?	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3

Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
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	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)	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.	The home has a requirement to have one nurse on shift day and night seven days a week. Shifts patterns are generally 12 hours from 8am - 8pm and 8pm - 8am. Nurses are responsible for holding the keys for the building whilst on duty and these are handed over the the next nurse on shift during the handover processes.

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	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	1

Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Dysphagia, Falls awareness, Fire safety, MCA and DoLs, RPI, BLS and first aids are training that staff are assigned along with any specific training required to meet client needs as identified in pre-admission assessment and care plan reviews. Staff are currently waiting to commence NVQ qualifications amongst other courses that they are on a waiting list with the local authority to be allocated as soon as dates are available. We have staff that have completed moving and handling passport. All workers are required to be registered with Social Care Wales

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)	2
No. of part-time staff (17-34 hours per week)	3
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.	There is one senior carer on shift this is either worked by one member of staff on a 12 hour shift or split between two staff members working 6 hours shifts.

Staff Qualifications

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	3

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	16
No. of posts vacant	8

> 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	11
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	11
Manual Handling	13
Safeguarding	13
Medicine management	2
Dementia	0
Positive Behaviour Management	10
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Dysphagia, Falls awareness, Fire safety, MCA and DoLs, RPI, BLS and first aids are training that staff are assigned along with any specific training required to meet client needs as identified in pre-admission assessment and care plan reviews. Staff are currently waiting to commence NVQ qualifications amongst other courses that they are on a waiting list with the local authority to be allocated as soon as dates are available. All workers are required to be registered with Social Care Wales

> Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
No. of part-time staff (16 hours or under per week)	1

> 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.	The home has 4 care workers during the day (8am - 8pm), these shifts are predominantly 12 hours shifts with occasional split shifts of 6 hours. There will also be one senior care worker on this shift giving a core of 5 care staff on shift. During the night shifts (8pm - 8am), there are three care workers on shift working 12 hour shifts. There is currently additional staffing covering enhanced support for clients assessed to require this, this gives rise to 4 additional staff on day shifts and 3 additional staff on the night shift.

> Staff Qualifications

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	14

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	6
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
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	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)	6
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	3

Catering staff	

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
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	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	00

> 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)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

List the role title(s) and a brief description of the role responsibilities.	Maintenance Operative - responsible for all day to day maintenance of the home including decorations, repairs and regulatory checks to maintain health and safety compliance. The maintenance operative is also responsible for maintaining the outdoor area that residents access. Administrator - Provide a comprehensive Administration service to support the Care Home Manager in all day to day administration duties. Maintain HR staff records, assign and monitor staff training ensuring matrices are kept up to date. Maintaining a day to day account of the resident's personal accounts and ensuring this is recorded Activities co-ordinator - responsible for planning and organising activity and therapeutic programmes for service users in line with their assessed needs and wishes as recorded in their care and support plans and reflect their individual and cultural interests, including religious belief

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
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	3
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)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	3

| No. of staff working toward required/recommended qualification | 0 |