

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:	DIANE ROBERTS	
The provider was registered on:	13/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Station House Residential Care	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	13/06/2018
	Responsible Individual(s)	Diane Roberts
	Manager(s)	Diane Roberts
	Maximum number of places	8
	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 Complete an annual appraisal that enables us to identify staff training needs. We also complete six to eight weekly supervisions with all staff where training needs are discussed and if any new training needs have been identified we make arrangements for staff to undertake the necessary and appropriate training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the past year we have had no staff leave the service. If we did require staff we would advertise, interview, DBS check and obtain two references one from the last employer, check for any gaps in employment and if suitable complete induction and training needs analysis. Appropriate shadowing would be arranged before the member staff worked unsupervised. Social Care Wales records would also be checked if the person was a member.

Service Profile

Service Details

Name of Service	Station House Residential Care
Telephone Number	01352 710929
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None at present

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	1197.66
The maximum weekly fee payable during the last financial year?	2070.34

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?	We had six monthly quality assurance reviews. We had monthly regulation 73 visits We had six to eight weekly residents meetings. We had person centred plan reviews every 3 months

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
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	Outside there is a garden area with planters in. There are areas for outside seating on sunny days. There is a greenhouse where residents grow plants from seeds. There is a small paddock where ponies can be kept. We also have a small gym room outside the property
Provide details of any other facilities to which the residents have access	Gym and swimming pool at local caravan park. Shop in Greenfield where residents can gain work experience. Clocktower Mostyn where residents can participate in a number of different activities and go to evening 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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We work towards meeting this area of the regulations by: holding residents meetings at least every two months at the meeting the residents have the opportunity and are supported to talk about all aspects of living at Station House for example - activities, general health and well being, menus, decoration and any changes people may feel are important. Residents are encouraged and supported to contribute to the running of the household by helping prepare meals and going shopping for all household provisions. The responsible individual makes monthly Regulation 73 visits and speaks on a one to one basis with residents discussing their care and support and the opportunities that are available for them. For our most recent quality assurance review we asked the following question to the residents: I am involved in writing my support plans and risk assessments and they all answered always. The staff were asked the question Do you feel residents at Station House are involved in all aspects of their lives at Station House? The answers we received were: Yes we work to help the residents with everyday living, Yes we promote independence and a wide range of person centred activities and choices. Relatives were asked do you feel your relative is supported to pursue achievement of their personal outcomes and presented with different opportunities and examples of the answers received were- Yes we do, Yes, we are always impressed with the opportunities my relative is offered. Since living at Station House she has embraced things that she had previously avoided in the family home - certain foods, exercise etc. So I think there's to only been more opportunities for her but also encouragement and support to give things a try.

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.

We feel that we comply with the above requirement by: Staff having appropriate training in for example Positive Behavioural Support and communication, epilepsy Awareness, Medication, Hydration and nutrition. We complete all relevant risk assessments and have a positive approach to risk management. All residents are supported to make and attend health appointments for example annual health checks, dental appointments, hospital appointments, blood tests, vaccinations. We work closely with the community dental team. We do daily Oxy level tests and temperatures to assist us to identify if any residents could have an infection. We complete weekly body checks to enable us to identify any changes to their bodies as it is difficult for people with learning disabilities to recognise any changes to their own bodies this helps us to recognise conditions for example such as cellulitis, varicose vein's, oedema or blisters which could otherwise go untreated. We also complete oral hygiene charts twice daily for each resident. Each resident at Station House has an active support plan which includes physical exercise and meaningful activities. Each person at Station House also has monthly personal care and well being form completed which includes, weight, health appointments attended, when had and foot nail are was last completed, when hair was last cut and coloured, conditioner of skin, ears and feet. For some residents we record weekly blood pressure readings and set them to the GP. During our latest Quality of Care review we received the following comments from residents, staff and significant others- The residents were asked if they felt supported with all aspects of their health care and they all answered always. Relatives were asked do you feel that your relative is supported in all aspects of their health needs. Examples of answers received were - Very much so. Her health has improved significantly since living at Station House I have also noticed that the taken out for lunch she talks about healthy choices being good for her. The staff felt that the standard of support for residents had improved over the past years as the covid restrictions had been lifted.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The arrangements we have in place for ensuring that people feel safe and are protected are - staff training - all staff received All Wales Safeguarding training and have the app on their phones. Staff also receive Mental Capacity and Deprivation of Liberties training, Equality and Diversity Training. Staff receive Health and Safety training, Fire Safety Training, Risk Assessment Training, Food Safety and Allergens training, Safe administration of Medication Training and Infection Control Training. We complete cash transaction sheets on a weekly basis for individual residents to protect residents from financial abuse.</p> <p>All residents are supported to manage their weekly allowance by the staff. Most residents at Station House have appointees within the local authority who manage their main finances others are supported by their families. People living at Station House are supported and encouraged to be a part of the community with appropriate support to ensure that they are as safe as possible. We ensure that staffing levels reflect the needs of individuals for example when supporting people to attend appointments/engagements extra staff will be put on the rota to ensure that all individuals living at Station House needs are met. We complete Fire Safety Risk Assessments, Health and Safety Audits, annual PAT testing, 5 yearly Periodic Electrical Installation testing.</p> <p>Staff were asked the following question in our most recent quality of care review: Do you feel residents feel secure and comfortable and happy living at Station House, if so how and if not why not? Answers received were - Because we have fun all residents are always active and looked after very well. - the residents are involved with all aspects of their care they choose what activities they do, what time they get up in the morning, what time they eat and go to bed. I have a great relationship with the residents so would hope they feel safe and secure in our care. I feel like they could tell me if they felt upset or worried about anything or felt unhappy at Station House. Relatives were asked do you feel that your relative is protected from abuse and neglect at Station House, answers received were - care is top quality. Yes, as far as I am aware. Totally. Yes very much. residents were also asked if they feel safe and secure in their home and they all answered always.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals living at Station House all choose their own bedroom decoration and furnishings. We have a building maintenance and improvements plan. We have recently replaced carpets in the property with parquetry floor in the living room and dining room and vinyl floor coverings in all bedrooms. All residents living at Station House have single rooms so they can have privacy if they choose. All residents are supported to be as independent as possible and are involved in all aspects of running the home. We complete three monthly person centred care plan reviews which enable us to assess if the accommodation continues to best support the residents with their wellbeing and achievement of their personal outcomes.</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) 12

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Safety Stress Awareness Epilepsy Awareness and Buccal Administration Autism Awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	epilepsy awareness and buccal administration. fire Safety Autism Awareness Person Centred Planning. Active Support. Stress Awareness.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<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>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	8
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	8
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Awareness and Buccal Administration. Autism Awareness. Active Support Person Centred Support. Fire Safety. Risk Management Oral hygiene Nutrition and hydration.
Contractual Arrangements	
No. of permanent staff	10
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)	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.	8.00 am to 3 pm. 3 staff 3 pm to 10 pm 3 staff 10.30 pm to 7.30 am 1 staff.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
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?	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