

# 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:	E.V.H Limited	
The provider was registered on:	07/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Castle Court Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/08/2018
	Responsible Individual(s)	Vivekanandan Srishangaran
	Manager(s)	Sharon Griffiths
	Maximum number of places	25
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The Home maintains a training matrix to identify needs and plan training. some training is done in house by outside trainers, we use accredited external training providers. we access online training when possible. All the care team are signed up to SCW or are enrolled to start within 6 months of starting work.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have needed bank staff over the last year this has been advertised on Indeed, Facebook and word of mouth via staff we are finding very difficult to recruit.

## Service Profile

### Service Details

Name of Service	Castle Court Residential Home
Telephone Number	01291625597
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages used.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	45
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	725.00
The maximum weekly fee payable during the last financial year?	866.74

#### 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?	Surveys conducted with residents, families and the team have been consulted. Care plan reviews with residents and/or families were done. If any resident, relative or staff member has any complaint the managers door is always open.

#### Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	4
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 residents have full access to the rear communal garden.
Provide details of any other facilities to which the residents have access	The Residents do have access to town with or without a staff member or family member.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<ul style="list-style-type: none"> <li>• Our Quality Assurance Framework demonstrates how we engage our stakeholders in the assessment of the services we provide. The Framework reflects an approach that is person centred, intelligent, supportive, and balanced. The principle being outcome focused, supporting people by concentrating on what matters to them and promoting independence to remain in their own homes and communities.</li> <li>• File audits remain an important part of our quality assurance and continue within the setting, carried out by the management using a standardised template. The findings and any actions are documented. The management and senior carers summarise the findings noting any themes, actions, and or good practice. These are then discussed as part of the Quality agenda at the monthly management meetings.</li> <li>• Quality assurance questionnaires continued to be distributed during this reporting period. Completion of the Quality Assurance is promoted and encouraged from service users, families. The feedback is essential for the service provider and the Responsible Individual (RI) to address any potential issues with provision before they escalate and provide evidence to influence improvements in future.</li> <li>• The manager also has an open-door policy for the residents and staff, to discuss any issues they have.</li> </ul>
<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>	<ul style="list-style-type: none"> <li>• The activities have increased and improved with new arts and craft sessions and singers' visits. The bingo machine is a big hit with the residents.</li> <li>• We undertake risk assessments to ensure that the residents have control over their daily activities of living.</li> <li>• We have a good relationship with GPs and District Nurses, In Reach team (older people mental health team) and have been supporting residential residents during the pandemic as DN's have been coming into the Home to support resident.</li> <li>• We have had the Commissioning Officer visited and received good feedback during this reporting period.</li> </ul>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> <li>• The home is compliant with the Social Care Wales and the National DBS policy with all staff working in the Registered Provider Service having a valid DBS. Compliance is monitored by the management. The lapses continue to remain at nil over this reporting period.</li> <li>• The service follows the Wales Safeguarding procedures and staff have access to the policy documentation. Staff undertake mandatory safeguarding training, refreshed every three years in line with our policy and this is again monitored by the manager through the training matrix. The use of safeguarding scenarios continues, successfully embedded during supervisions and in the interview process as a discussion point.</li> <li>• Safeguarding referrals are made when needed, we have a good working relationship with the Monmouthshire safeguarding Team and can call on them for advice when required.</li> <li>• We have a safeguarding policy and Complaints procedure in place.</li> <li>• We have an 'open door' policy for the team who wish to raise a concern, and always investigate issue raised, providing them with feedback if appropriate</li> <li>• We ensure that relatives are made aware of any issues, if it is appropriate to do so, following safeguarding Team guidance.</li> </ul>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<ul style="list-style-type: none"> <li>• The Manager and Deputy are registered with Social Care Wales and the Manager is also registered with the Care Inspectorate of Wales.</li> <li>• The Responsible Individual visits the home at least twice a week and in contact with the home on daily basis, the RI is fully aware of any issues and offers support and guidance to the Management in the Home.</li> <li>• The Home has an on-call phone and the manager and Deputy alternate in being on call, so there is always a manager available</li> <li>• The Home employs a Maintenance Operative 4 days a week, to ensure that routine issues repair etc. are undertaken in timely manner.</li> <li>• Residents have been able to decorate their rooms with personal items such as photos etc brought in by family. some residents have their own bedding, pillows, recliner chairs etc. all are compliant with fire safety standards</li> <li>• All laundry is undertaken in the Home and clothing is labelled to ensure that residents have their own clothing, however some residents choose to have their families do their washing. Staff are aware of the residents who choose to do this.</li> <li>• Residents have access to TV's and radios in their rooms if they wish to do so and in the lounge area, so residents can choose to watch or listen to whatever they wish.</li> </ul>

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) 25

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>	
	Filled and vacant posts	
	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	1
	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	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	no extra training	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	no additional training undertaken
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.	we have one senior member on morning shift and one senior on an afternoon shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
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	13
No. of posts vacant	1
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13

Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	there has been no extra training undertaken
<b>Contractual Arrangements</b>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	5
No. of part-time staff (16 hours or under per week)	2
<b>Typical shift patterns in operation for employed staff</b>	
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.	Our shift patterns are a seven hour shift in the morning, a seven hour shift in the afternoon and a ten hour shift at night. We have four members of staff that work a morning shift, three members of staff that work the afternoon shift and two members of staff who work the night shift, with management on call.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	0
<b>Domestic staff</b>	
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.	
<b>Filled and vacant posts</b>	
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3

Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	no additional training undertaken
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	no additional training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
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 Officer ensures that the equipment used within the home is safe and maintained for use, he records and reports any poor practices or equipment. To provide the managers with information required to enable the home to function efficiently. to carry out all duties in a safe manner having regard to the Health, Safety and welfare of self, staff, residents and others within the home.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	no extra training
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0