

# 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:	East Park Care Centre Limited	
The provider was registered on:	18/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	East Park Care Centre Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/01/2019
	Responsible Individual(s)	Jane Haskayne
	Manager(s)	Sharon Nicholas
	Maximum number of places	21
	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	Care Home manager does appraisal training and 3 month supervisions. Oversees all mandatory training and other relevant training . Some staff are doing their QCF Level 3 & 4 Staff meetings, RI during the audit process will do questionnaires and speak to staff. Currently we use PCC, Careskills Academy, All Wales, Care Safe training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have used our own website, Facebook, word of mouth. Used Lillium Direct and Indeed to advertise our vacancies WecareWales

## Service Profile

### Service Details

Name of Service	East Park Care Centre Limited
Telephone Number	01646651448
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?	26
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Fees Charged

The minimum weekly fee payable during the last financial year?	709.10
The maximum weekly fee payable during the last financial year?	786.21

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?	<p>We have our statement of purpose and the service users guide. In the assessment process or upon arrival the statement of purpose and the service users guide will be given to them to help them understand what care and service will be provided to them. Usually this is done on assessment process but sometimes emergency placements may only have them at short notice. Extra copies of both are in each rooms for future reference. We have a web page with has all the relevant information such as fees, facilities, any vacancies.</p> <p>At present our home is advertised on the appointment cards at Sandersfoot Medical Centre, our home is listed on Find a Place and Carehome UK websites. We are also on the Ysgol Greenhill Carers brochure.</p>

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Patio area with fish pond. Smoking shelter for residents. BBQ and social events are held out on the patio area. We have lawned area which was used for coffee morning. Large car park which was used for Christmas event. Sunroom for visitors and residents.
Provide details of any other facilities to which the residents have access	Various hairdressers. Podiatry. Physio when required. Activities area for card making, knitting, craft etc Regular music events in the lounge or patio area. Yoga on Saturday. Beauty on request. Bowen Therapy on request.

Communicating with people who use the service

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

<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>	<p>We use the Care Plan system where the care staff and the resident work alongside to update their care. To ensure their care needs are met and that the resident is in control of how their care is met. Also residents meetings are held with a choice of topics will be discussed as entertainment, food, Christmas etc. Resident has managed to get their eyes done after long wait from Covid. Residents have been able to access outside appointments. Dental, eye and other various appointments have been accessed. Religious support is now available with the help of care home transport and family members. Optician are now available to do home visits now that the restrictions have been lifted. Resident – brought to our attention that they thought their mental health had deteriorated and we have spoken to the doctor and a referral had been made to the Mental Health team and their medication has been changed.</p>
<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>Every resident have access to doctors. Doctors weekly call for residents who need medication review or clinic review where there has been no need for house call but a plan of care is needed by a doctor. Dr comes within 2 days if house call is needed.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents are made to feel safe ensuring that the correct number of staff are available and that those same staff are adequately trained. Your policies and procedures and that the RISCA regulations are being met. If anything is suspected or if residents fall it must be reported to Safeguarding to be reviewed and that the appropriate action has been taken for the individuals. We have had 9 safeguarding referrals. 8 of which no action was taken. 1 investigated but went no further. Another had to do with agency staff member passing away on shift in the care home. Once investigation had been given and the safeguarding team had been happy with this and the case was closed. This did help with the resident who was on palliative been referred correctly to the necessary agencies so it resulted in the referrals been made and that the resident was on the correct team for their ongoing care. (The dementia and palliative care nurse) If it had n't been for the referral this specific resident could have been missed. Resident– so grateful for being at East Park as they feel safe. Resident – their relative can go to work without the worry as they have 24h care for their family member.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Making sure during the assessment process that their wellbeing of the person is met by ensuring that the right questions are asked such as what they want their care to look like and how they want to receive their care. By looking at what the person can do well and where they will need support to maintain their wellbeing. Good support from social workers, NHS hospitals, family, friends, other relevant professionals such as GPs DN can help and ensuring that the wellbeing of the person is met. Its always good for the person to come to the service for a visit beforehand and having the statement of purpose and service users guide to make an informed decision if this is the correct placement for them. Depending on what they would like to outcome to be eg end of life care so that they can expect equality, dignity and inclusion. For someone else it could be that they can integrate in the local community, religious matters making sure they can all be met.</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) 10

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care workers Role Anxiety COSHH Falls Awareness Legionella Disease Mental Capacity Act and DOLS Professional Boundaries RIDDHOR Fire Training First Aid	
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
<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	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	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training First Aid
<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
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Fire safety Asbestos BUCCAL MIDAZOLAM Care Planning Diabetes Awareness Professional Boundaries Dysphagia
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire 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
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.	8am-8pm 8pm-8am 8am-2pm 2pm-8pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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	6
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	5
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	4
Safeguarding	5
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	5



Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Fire training
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	2
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.	8am-8pm 8pm-8am 8am-2pm 2pm-8pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	2

Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training First aid COSHH
<b>Contractual Arrangements</b>	
No. of permanent staff	3
No. of Fixed term contracted staff	1
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)	2
<b>Staff Qualifications</b>	
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.	
<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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training First aid COSHH

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)	0
No. of part-time staff (17-34 hours per week)	3
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.	Maintain garden and outside areas Upkeep in care setting - painting, decorating Repairs Basic plumbing and electrical repairs Fire alarm, generator, emergency lighting, and vehicle check Driving Delivery/pick up of goods etc
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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	Fire training Asbestos Legionella Foreman qualifications

### 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)	0
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	1
No. of staff working toward required/recommended qualification	0