

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:	Eriskay residential Care LTD	
The provider was registered on:	01/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Eriskay	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/10/2018
	Responsible Individual(s)	Tomos Owen
	Manager(s)	Lee Dale
	Maximum number of places	6
	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	Eriskay has a online E learning portal called citation which will flag up when mandatory training is required or in need if updating. As well as this, staff through supervision and team meetings can request other training - e.g. staff identified that they wanted face to face first aid and emergency first aid training. This was sourced by the manager and completed by staff. A training matrix is kept and monitored.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Eriskay uses the online Indeed Portal and has used recruitment agencies, social media and local newspaper advertising. Retention of staff has been mixed, but the three staff that have left have been due to external factors.

Service Profile

Service Details

Name of Service	Eriskay
Telephone Number	01600860452
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?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1537
The maximum weekly fee payable during the last financial year?	2063

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?	Quarterly audits were carried out and during these the RI spoke to staff, residents, professionals and families. For the quality of Care review, questionnaires were sent out.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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	The property has a large garden with a seating area.
Provide details of any other facilities to which the residents have access	There is a greenhouse on site.

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	Yes
List 'Other' forms of non-verbal communication used	Point of reference, picture cards

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.	Overall, evidence collated from house visits and questionnaires suggests that the voices of our residents are heard, they have a choice about their care and support, and there are opportunities available to them. The systems in place to assess new clients, meet their needs and provide care and support in a client centred, responsive and dignified way are clearly appropriate. However, as with every care setting there is always room for improvement.
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.	Evidence from the questionnaires and house visits suggest that people are happy and supported to maintain their ongoing health, development and overall wellbeing. This is supported by ongoing and consistent support from external professionals. Appropriate policies are in place that includes guidance on the storage, ordering, administration and disposal of medication. Eriksay prides itself on the working relationships it has established with health services throughout Monmouthshire.
The extent to which people feel safe and protected from abuse and neglect.	Evidence gathered during house visits and from the questionnaires suggest that residents feel safe and protected from neglect and abuse. Staff are adequately trained to recognise signs of abuse and neglect are aware of processes to follow to report such incidents.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Evidence collected during the house visits and from the questionnaires suggests that Eriksay supports the wellbeing and achieves the personal outcomes of residents. This is clear in the feedback from families who feel that their relatives are happy and well supported. The home has a homely and happy atmosphere and feedback and recommendations from families and professionals is listened to.

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) 9

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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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