

# 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:	fairfield nursing home limited	
The provider was registered on:	08/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fairfield nursing home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/11/2018
	Responsible Individual(s)	Roop Chaudhry
	Manager(s)	Donna Phillips
	Maximum number of places	43
	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 has a set policy for the management and audit of the training provision within the home . Part of the compliance is to provide a tracker and matrix to highlight the need which is then reviewed by the RI/CEO. At the employees supervision and appraisal their own training needs are also assessed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have concentrated on trying to reward staff for their commitment to the company and the residents by increasing benefits though discounts etc . We also for 22 to 23 April were able to be 10p above the living wage for the carers

## Service Profile

### Service Details

Name of Service	Fairfield nursing home
Telephone Number	01437891668
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?	68
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	722.11
The maximum weekly fee payable during the last financial year?	1007.54

#### 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	0
Number of complaints partially upheld	2
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?	Quality assurance questionnaires we sent out to all relatives & residents to complete

#### Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	39
How many bathrooms have assisted bathing facilities?	2
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	Residents have access to a smoking shelter and patio garden area
Provide details of any other facilities to which the residents have access	None

#### 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>	<p>Staff were observed to provide care in a very calm and respectful manner and did not appear to be rushed when delivering care. Staff were observed to speak to residents in a clear and respectful manner whilst providing support ensuring that residents fully understood what was happening and what they were being asked to do. There is records of the residents having regular meetings and suggestions are being actioned.</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>The home operates a clear system to enable all residents in a way that best suits their own needs to access support within the community and to be able to continue these links. There is direct evidence within the care plan and notes of the 1:1 assessments and planning to ensure this</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We consider any form of abuse intolerable and we are committed to its non-existence within our organisation.</p> <ul style="list-style-type: none"> <li>• Those we care for should not have their dignity or quality of life damaged through abuse or even the fear of it. Abuse is not just sexual, physical, financial, racial, and verbal but can be through neglect, restraint, drugging etc.</li> <li>• If you are aware of abuse or the potential of it you have a duty to report it to the Registered Manager without delay. We would much rather investigate a well-meaning concern without abuse happening than overlook something where it is happening.</li> <li>• Never feel concerned about reporting a genuine worry that abuse might be occurring. Once each month, the Home Manager will review accident books, injuries, untoward incidents, care plans, pressure sore records and daybooks etc. for possible signs of abuse and will record both positive and negative findings.</li> <li>• Other issues such as poor personal appearance, concerns over personal items, money, financial information, attachments to and avoidance of certain staff and/or other Service Users etc. will also be taken into account by the Home Manager whilst conducting this review recording both positive and negative findings.</li> <li>• On an annual basis, a formal review of these issues will be carried out by the Registered Manager and the two next most senior persons.</li> </ul> <p>Where entries into any of the above sources of information are not immediate, accurate, thorough, lacking clarity, information and/or "woolly" etc. the Home Manager will investigate the matter taking appropriate action.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>For service users, their representatives and staff to be reassured that the home has an open and honest way of meeting with them, and that they are advised of the purpose and methodology for those meetings.</p> <ul style="list-style-type: none"> <li>• Meetings are advertised within the home, and clearly displayed on notice boards.</li> <li>• Service users and their representatives are able to in advance, provide agenda items of their meetings with the Home Manager.</li> <li>• The Home Manager will chair the meetings, and where appropriate the Responsible Individual and/or a Director of the company will also attend, although it is assumed that this will happen perhaps annually.</li> <li>• The meetings will be held at a minimum on a six monthly basis, and the agenda items, and records (minutes) of the meetings will also inform the quality review process for the care home.</li> <li>• Service users are encouraged to participate in the meetings, and careful consideration is given as to the type and quantity of agenda items that will be introduced by representatives instead of service users, and a careful balance maintained.</li> <li>• It is also planned this will not only be the opportunity only to raise concerns and complaints, but also that it will inform the activity and social plan for the care home for the coming months.</li> <li>• The activities coordinator where employed within the care home, should also attend the meeting with the home manager, and may on some case adopt the role of minute taker.</li> <li>• Minutes of the meeting should be made available for all service users; this included the reading or sharing of minutes with those that are not able to read them, themselves due to sensory impairment.</li> <li>• Confidentiality must be maintained at all times, and on some occasions it may be necessary for text to be edited to promote this.</li> <li>• In addition to the meeting schedule for the care home, the Home Manager will also operate and 'open door' policy and service users and their representatives are encouraged to meet with and discuss issues with the home manager at reasonable times, although they should also have an appreciation that whilst the 'open door' policy is encouraged there may be some times, when the home manager may have to attend to other matters that affect the safe operation of the care home.</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) 26

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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	0
	Manual Handling	1
	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.		
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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
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	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)	2
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?	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	29
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	8
Safeguarding	9
Medicine management	0
Dementia	9
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	28
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)	13
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	2
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 5 typical shift patterns: 7am - 7pm on average 2 people work this shift 8am - 8pm on average 3 people work this shift 8am - 2pm on average 2 people work this shift 2pm- 8pm on average 1 person works this shift 8pm - 8am on average 3 people work this shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	8
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	7
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	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7

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)	6
No. of part-time staff (17-34 hours per week)	0
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.	We have 2 shift patterns for this role: 8am - 8pm on average 1 person works this shift 8pm - 8am on average 1 person works this shift
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?	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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
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.	

Contractual Arrangements	
No. of permanent staff	7
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)	4
Staff Qualifications	
No. of staff who have the required qualification	0
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.	
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	0
Safeguarding	3
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	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
<p style="border: 1px solid green; padding: 5px;">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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p style="border: 1px solid green; padding: 5px;">Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
<p style="background-color: #e0e0e0;">Other types of staff</p>	
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.	<p>Maintenance - to carry out repairs, health &amp; safety inspections, grounds maintenance, and any other aspects required</p> <p>Administration - to carry out any administration tasks required, up keep of training records, payroll, monitoring of sickness/absence levels, updating documents, any other task deemed relevant</p>
<p style="border: 1px solid green; padding: 5px;">Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p style="border: 1px solid green; padding: 5px;">Training undertaken during the last financial year for this role type.</p> <p style="border: 1px solid green; padding: 5px;">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	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
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.	
<p style="border: 1px solid green; padding: 5px;">Contractual Arrangements</p>	
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)	2
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	1
No. of staff working toward required/recommended qualification	0