

# 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:	FC Mill Heath LTD	
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:	Millheath Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/11/2018
	Responsible Individual(s)	Mark Peniuk
	Manager(s)	Catherine Davies
	Maximum number of places	40
	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	Training details are recorded on Fusion, a software system which will identify all staff training requirements. Staff undertake core and mandatory training before commencing work, which is continually updated in line with RISCA. The majority of training is undertaken on site and provided by an external training provider that we have used for over 10 years. This provides consistency in practice for all staff. In addition further training may be identified from supervisions/appraisals.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment: initially pursued through usual channels e.g. adverts in local press and trusted internet sites. Due to challenges posed in recruitment to Social Care we also use trusted agencies and we are an approved sponsor for overseas recruitment. Retention: We offer competitive pay rates and are a Real Living Wage Employer. In addition we pay generous staff bonus to ensure staff feel valued. Staff are encouraged, praised and have training to ensure they feel competent and enabled in work

## Service Profile

### Service Details

Name of Service	Millheath Nursing Home
Telephone Number	01633820964
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	All residents currently communicate in English but we have staff who can communicate in Welsh, Portuguese, Romanian, Spanish, Tamil, Kannada, Malayalam, Sinhala and Sri Lankan

## Service Provision

### People Supported

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

50

### Fees Charged

The minimum weekly fee payable during the last financial year?

885.91

The maximum weekly fee payable during the last financial year?

1213.77

### Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Reviews of care are held between the clinical lead and family representatives so that any issues can be raised and discussed; 'open door' policy meaning that manager is available to SU representatives who might have any concerns about the service provision that they might wish to raise.  
Directors attend Family and Resident meetings when held, and other communication channels are available to those who cannot attend.  
Responsible Individual is based on site and available to meet and discuss any concerns with any families.  
Quality assurance questionnaires are issued to residents, families and staff and responses audited by an independent consultant who issues a quality report and action plan.

### Service Environment

How many bedrooms at the service are single rooms?

38

How many bedrooms at the service are shared rooms?

1

How many of the bedrooms have en-suite facilities?

7

How many bathrooms have assisted bathing facilities?

5

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

There are large gardens surrounding the home and at the rear of the home a very large decking area, accessed via a ramp from the dining room. It is an attractive area with views of the grounds and has modern garden furniture and shelters for residents to safely enjoy the outside space.

Provide details of any other facilities to which the residents have access

The home has a large conservatory area with views overlooking the patio area and gardens. We have installed air conditioning to a smaller lounge area so residents can retire to this area on very hot days. The home has a resident pet cat and we encourage staff and family visitors to bring their well behaved dogs to visit residents to create a homely environment. This is particularly welcomed by residents who may have left their pets with families when moving to their new home.

### 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	Yes
List 'Other' forms of non-verbal communication used	Much communication between staff and service users relies on the ability of the staff to read non-verbal cues which staff adapt to in real time to achieve meaningful connection with residents.

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.

People living in the home are encouraged and supported to be as independent as possible and to ensure their voices are heard and their choices about care and support are known and understood. The aim is for residents to have opportunities to live their lives as well as possible. For this reason, the home complies with this requirement through engaging with themselves, families, friends and representatives to understand as best as possible the individual's perspective, and plan their care accordingly. Both through reviews of care planning with the clinical lead and through more general approaches to senior staff, opportunity is provided for relatives and representatives to advocate for their loved ones as much as possible. Alongside this, the home's staff will work as closely as possible with all their residents to ensure that any opportunities for the service user to make choices for themselves are encouraged, supported and expressed, with careful communication that enhances the promotion of understanding of choices, preferences and wishes.

To support and evidence achievement of such the Responsible Individual undertakes regular visits to the home and prepares quality of care reviews to ensure adequate governance arrangements are in place. As part of these visits the Responsible Individual meets with residents, families and staff to ensure any concerns that they may have are noted and any necessary recommendations or improvements required actioned as far as possible. The Responsible Individual also attend regular meetings with external bodies to include local authorities and health board to hear feedback from external professionals. the Responsible Individual also reviews any contract compliance reports and C.I.W Inspections to ensure any requirements are actioned.

<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>As previously stated People living in the home are encouraged and supported to be as independent as possible and to ensure their voices are heard and their choices about care and support are known and understood. This will include being involved in decision making on their on-going health development and overall wellbeing. They will be supported by staff who will strive to ensure that as far as it can be ascertained, residents are as happy as it is reasonable to expect. Staff will organise GP visits as required and arrange weekly routine visits where possible. Staff will help to arrange access to all other health professionals as and when required. We have staff trained to undertake specific roles with regards to resident activities whom will lead and encourage residents to join in meaningful activities whilst maintaining their independence, choice and dignity, to enable them to lead as full and active life as possible. These staff aim to create a stimulating and varied programme of leisure activities and social events, inside and outside of the home, for residents to enjoy. These staff will work with each new resident to understand their likes/dislikes, abilities and needs to put together an individual plan and to evaluate regularly. They will try to engage the local community into the daily lives of residents by initiating contact with local community groups enabling residents to partake / continue with hobbies and interests as desired. Families and friends will be encouraged to assist in providing a variety of desired appropriate social opportunities as identified by the residents. Staff will help arrange hairdresser and visits to support all religious beliefs. Family and friends are encouraged to visit as often as possible with no restrictions, unless dictated by Government guidance. We encourage families to maintain that full family contact by bringing along grandchildren and pets when residents have sadly had to leave these at home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>In the first instance we have robust recruitment policies in place whereby all staff undertake DBS checks and are required to be registered with Social Care Wales. In addition the recruitment process involves staff disclosing full employment history and references are required before commencing employment. In their first weeks of work Staff undertake a detailed induction training programme which includes training in safeguarding and are made aware of their responsibilities in this regard. Where the residents themselves, or their families, representatives or advocates raise any concern, the home will follow necessary procedures as laid out. Where action is required, this will be prompt, and decisions made will be communicated to families/representatives where appropriate. In the first instance of course, staff will as a matter of routine monitor the state and presentation of residents to gauge as far as possible the feeling of security that the residents experience. We also have a whistleblowing policy in place which encourages whistle-blowers to come forward and voice any concerns they have and be used to help cultivate a culture of transparency in the workplace. Staff also undertake regular supervision and appraisals to ensure their understanding of such training and that it is up to date.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service provides adaptations and equipment designed to cater to the needs of the service users. There are different areas of the building to provide either company or quiet spaces and individual bedrooms for people to spend their time as they wish. Residents are welcome to furnish their bedroom with personal belongings, pictures and ornaments etc. to make their personal space as homely as possible. There is a communal dining room with staff always present to assist residents at mealtimes as they choose. However, taking meals with everyone else is not compulsory – those who wish to eat alone are supported to do so as much as possible. The building is light and airy, colours chosen so as not to provide an over-stimulating environment. Residents are encouraged to use the outdoors space whenever they like and staff will assist. Residents choose their own daily clothes and meals. Residents are encouraged to leave the home for the day with families. As previously stated dedicated resident activities staff encourage residents to participate in hobbies and community activities as they so choose.</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) 54

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	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Evacuation & Awareness Learning Difficulties First Aid COSH Diabetes	
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
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
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.	
<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
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
Nursing care 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	5
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	3
Health & Safety	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	3
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training New Score - Sepsis First Aid Learning Disabilities COSH Dignity in Dementia Pressure Sore & Integrity Team Leader Training
Contractual Arrangements	
No. of permanent staff	5
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)	5
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.	4 Shift Patterns: 7am to 7pm 7pm to 7am 7am - 1pm 1pm - 7pm
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	0
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	5
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	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health & Motor Neurone Stress in Workplace New Score - Sepsis Fire Training First Aid COSH Dignity in Dementia Pressure Sore & Skin Integrity Anaphylaxis Management Diabetes Catheter Care



<b>Contractual Arrangements</b>	
No. of permanent staff	5
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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<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.	4 Shift Patterns: 7am to 7pm 1 RGN 7pm to 7am 1 RGN 7am - 1pm 1pm - 7pm
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</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	36
No. of posts vacant	2
<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	11
Health & Safety	19
Equality, Diversity & Human Rights	7
Infection, prevention & control	22
Manual Handling	36
Safeguarding	23
Medicine management	36
Dementia	11
Positive Behaviour Management	10
Food Hygiene	24

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training New Score - Sepsis First Aid Learning Disabilities COSH Dignity in Dementia Pressure Sore & Skin Integrity
<b>Contractual Arrangements</b>	
No. of permanent staff	36
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)	10
No. of part-time staff (17-34 hours per week)	25
No. of part-time staff (16 hours or under per week)	1
<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.	4 Shift Patterns: 7am to 7pm - 10 Staff 7pm to 7am - 4 Staff 7am - 1pm - 10 Staff 1pm - 7pm - 10 Staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	6
<b>Domestic 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	7
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	0
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	3

Safeguarding	3
Medicine management	5
Dementia	1
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training First Aid COSH Dignity in Dementia
<b>Contractual Arrangements</b>	
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
<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)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	7
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	3
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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	1
Medicine management	3
Dementia	0

Positive Behaviour Management	0
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	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)	2
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
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.	Activity Co-Ordinator To lead and encourage residents to join in meaningful activities whilst maintaining their independence, choice and dignity, to enable them to lead as full and active life as possible. To create a stimulating and varied programme of leisure activities and social events, inside and outside of the home, for residents to enjoy. To work with each new resident to understand their likes/dislikes, abilities and needs to put together an individual social care plan and to evaluate regularly. To engage the local community into the daily lives of residents by initiating contact with local community groups enabling residents to partake / continue with hobbies and interests as desired. To recruit a network of volunteers to provide a variety of desired appropriate social opportunities as identified by the residents.
<b>Filled and vacant posts</b>	
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	1

Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	4
Safeguarding	3
Medicine management	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training First Aid COSH Dignity in Dementia
<b>Contractual Arrangements</b>	
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
<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)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0