

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:	Forward (Wales) Ltd	
The provider was registered on:	10/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Kingsland House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/10/2018
	Responsible Individual(s)	Marc Evans
	Manager(s)	Marc Evans
	Maximum number of places	4
	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	We have implemented a new software that tracks, identifies and records staff training requirements. Data input is reflected on a training matrix and the staff are provided with a summary of training completed as well as up coming training requirements. We have two online training providers together with the Vale and local training services to deliver our training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Review of staffing needs showed no changes other than a addition of a Administration staff to continue the modification and digitalisation of the care setting. This person has been appointed.

Service Profile

Service Details

Name of Service	Kingsland House Care Home
Telephone Number	01446400933
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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	1209.46
The maximum weekly fee payable during the last financial year?	1504.09

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?	The service users participate in a daily meeting as well as a 3 monthly review and service user questionnaire. Stakeholder questionnaires are provided and responses recorded.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
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	Service users have access to a communal garden which includes a seating area, designated smoking, area and ornamental fish pond. Service users also have access to a front garden. Service users have access to the local allotment.
Provide details of any other facilities to which the residents have access	Walking distance of local town centre and surrounding amenities. Access to internet and latest Digital equipment provided by Digi Care Wales. Variable Activity Plan.

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	Flashcards and Electronic Devices

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.

Here at Kingsland we develop digital person centred care plans tailored to each individual service user. A person-centred approach to care ensures that all individual needs are always considered. It's tailored care that puts an individual and their personal needs at the heart of our care. At Kingsland our experienced care workers deliver the highest quality person-centred care. We're passionate about considering every emotional, mental and physical need. And where possible, we involve our service users in decisions made about their care. Acknowledging individual needs is essential to understanding a person's mental health and emotions, such as feelings of safety, comfort, and happiness. When supporting our service users we try and give them choices and options wherever we can. This way, they keep a sense of autonomy which is valuable to them. Here at Forward Wales we abide by our mission statement 'COMMUNITY REHABILITATION FOR INDIVIDUALS WITH COGNITIVE Problems'. We undertake to provide care, which is focused upon and reflects the needs and wishes of the individual; thereby affording that individual the opportunity to achieve the maximum independence and a quality lifestyle, which incorporates and reflects the basic rights of the individual to privacy, dignity, respect and fulfilment. Staff at Forward Wales will always provide a sense of independence to our service users by offering person-centred care. Wherever we can we encourage our service users to be a part of their community and will always promote and engage in community and in house activities. We always ensure to relay the benefits of engaging in such practices, but make sure to respect their response. Our service users will engage in a 3 monthly review where they are able to express their opinions and views as well as set goals for the next 3 months. This 3 monthly review will be provided in a format that is suitable for the service user's abilities i.e. questionnaire or picture format. The 3 monthly reviews allow the service users to have their voices heard and will provide valuable information with regards to their person centred care plan. The care plan can then be adapted to further meet their needs. Reviewing is an opportunity to add value and meaning to experiences however 'small' or 'large', 'negative' or 'positive' they may be. Reviewing provides a range of strategies for moving beyond a stagnant learning stage and for getting the cycles of learning and development turning again.

<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>Kingsland House are committed to maintaining our service user's ongoing health, development and overall wellbeing. Here at Kingsland House we acknowledge that what one service user feels is their perfect state of wellbeing may be completely different from another service user. This stands to reason as we all have different goals, ambitions and personalities. With digital person centred care plans in place that are reviewed on a three monthly basis this ensures that the wellbeing/Health/development of our service users' needs are being met and continually reviewed taking into consideration their individual choices and preferences. The care plans are amended where necessary to ensure that the upmost professional care is being provided. Kingsland house ensure that our service users health is maintained, we focus on health care quality and making sure all our service users get the health care services they need. We support service users to communicate more effectively where required which in turn improves health and well-being. We ensure that service users can access their appointments where necessary included but not limited to Hospitals, Doctors, Physiotherapists, Occupational Therapy, Dentists and Opticians. Records and Reports following these appointments are stored according to Data Protection guidance and acted on where necessary to ensure that care provision remains accurate. Kingsland House" staff all work as a team to support service users and respect, privacy and dignity of all service users is an integral part of the "Care and Support Plan" for each person. Their individual needs of sex, religious persuasion; racial origin, cultural, likes and dislikes, linguistic or disability will all be respected and planned for with the service user as part of their personal plan. All aspects of the plan will be monitored and supervised by the manager and support and guidance will be sort externally if needed. The staff team at "Kingsland House" believe in continuation of all social activities, hobbies and leisure interests and will actively support these activities to the full, as this is part of active rehabilitation and promoting independence. . Kingsland House" welcomes a and encourages friends, families, relatives and representatives of all service users. Telephones and digital devices are available for use supported by Digi Wales and the support team will aid any other forms of communication to maintain contact and promote wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Kingsland house are fully aware and compliant with their duties relating to Safeguarding under the Social Services and Well-being (Wales) Act 2014. Individuals at Kingsland House are informed of their rights to be free from abuse and support them to exercise their rights and if necessary see advocacy (Kingsland house has an active advocacy policy). All individuals are made aware of how to raise concerns of abuse through staff meetings, supervision, individual and relative meetings and the care planning processes. Individuals are supported in taking risks to demonstrate empowerment and choice. During the care planning process and subsequent communications individuals at risk maintain; dignity, respect, privacy, choice and control, health, quality of life and safety. Staff will receive mandatory minimum of Level 2 Safeguarding training, including being able to identify indications of abuse, and how to respond, either following observation of these indications, or following a disclosure or partial disclosure. Staff will receive support throughout this process. Individuals and their families or representatives are advised of our Safeguarding Policy and Procedure and how to raise concerns. All staff including volunteers will undergo a thorough recruitment process which includes an DBS check, references, and disclosure Barring service prior to employment being offered. Staff including Volunteers will receive training during induction and at annual intervals during their employment to ensure that they are current and up to date with the recognition of abuse or improper treatment and the procedure for reporting under their individual responsibilities. This also provides the service user chance to clarify, achieve, measure and celebrate objectives. Here at Forward Wales by reviewing activities we show that we care about what our service user's experience, that we value what they have to say, and that we are interested in the progress of each individual's rehabilitation and development. When people feel cared for, valued, and respected as individuals they will be have a sense of wellbeing. Service users are encouraged to be active members in the running of the home and are welcomed into all meetings and all staff appointments, and the development of policies and procedures. Service users and staff have informal meetings every day to decide on activities and events for the day.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

“Kingsland House” aims to care for individuals who need support for their rehabilitation and/or cognitive problems in a community setting for long or interim periods of time. Individuals may have a combination of problems and a mixture of care needs from Learning Disability, Mental Health and Brain Injury. Standard admission would be as per the Admission Criteria Policy. During the initial assessment stage it will be recognised if the service user has appropriate placement in this environment where therapeutic objectives or outcomes have been identified. Kingsland house currently has four service users and they have made substantial rehabilitation progress since beginning of their residency. Kingsland House has met their needs and goals through person centred care planning and building on weaknesses and strengths. Living arrangements play an important role in a person's quality of life, especially individuals with care needs, with support from staff at Kingsland everyday tasks does not mean a loss of independence. Quite the opposite Kingsland house promotes independence which in turn higher levels of happiness and satisfaction; improved quality of life and wellbeing. Personalized care that meets the needs of every unique individual leading to confidence in one's ability to live life the way they want. Kingsland house has a dedicated activity plan in place where activities are tailored to each individual's needs and goals, these plans include exercise routines, community activities, one to ones and voluntary work. Our service users will engage in a 3 monthly review where they are able to express their opinions and views as well as set goals for the next 3 months. Staff will be made aware of these goals and provide support where possible to help the service users achieve these.

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
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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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Awareness, Lone Working, Risk Assessment, PPE, LFD Swabbing and Reporting, Anti Bribery, Fire Safety for Managers, Asbestos Awareness, Allergens, GDPR, Adult Safeguarding, HACCP, Training records can be obtained via the Social Care Wales CPD Record.

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
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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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Numerous courses undertaken with the training provider to coincide with their roles and responsibilities (52)

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	2
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?	No
Other social care workers providing direct care	
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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Numerous training courses using the online training platform, external trainers to coincide with their roles and responsibilities (47)
<p>Contractual Arrangements</p>	
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
<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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

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.	<p>Day Shift Patterns - 8:00am until 10:00pm (2 Staff)Oncall staff available if needed.</p> <p>Night Shift Patterns - 10:00pm until 8:00am (1 Staff) Oncall staff available if needed.</p> <p>3 Long days per week - Full Time, Part time fit with n shift patterns.</p> <p>All staff have chose to select long days as their working day.</p>
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	1
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Administration Officer</p> <p>To work as part of a team, in the provision of overall support and development to service users in their own homes. The support will be provided in accordance with the individual's service user 'Care and Support Plan'. To carry out the administrative and clerical operations within our company Forward Wales Ltd which includes professional day to day administration support to the manager, employees and service users.</p> <p>To develop a good business relationship and network within the service areas which the post supports. The individual must have a professional competence in all aspects of internal and external enquiries and to ensure that all individuals receive a courteous, approachable, helpful and professional service.</p>
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	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Numerous courses to coincide with the role and responsibilities (24)
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