

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:	Foxtroy Limited	
The provider was registered on:	15/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Foxtroy House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/04/2019
	Responsible Individual(s)	Diana Purnell
	Manager(s)	Rachael Davies
	Maximum number of places	31
	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	All staff have induction in line with Social Care Wales registration requirement and we arrange face to face training in the core mandatory courses and QCF. Staff training is tracked on a spreadsheet to ensure time frames are kept. During supervision and appraisal staff are also asked if they have any training needs, competencies or special interests, such as end of life. We have become digital in both medication and care plans. Staff can access webinars and training online for this at any time.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have recruited staff from the local area to fill vacant posts as required. Adverts are placed online and with our facebook business page pending interview, DBS checks and 2 references prior to commencing. We maintain our staffing ratio with bank staff who like the flexibility of that position. Retention of staff is prioritised with appraisal, supervision, promotions, training, good working conditions with safe staffing numbers and flexibility around family friendly working.

Service Profile

Service Details

Name of Service	Foxtroy House
Telephone Number	01656722988
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	We have a Welsh language training session weekly for staff from Menter Bro Ogrwr. We have staff who are motivated to learn Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	44
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Fees Charged

The minimum weekly fee payable during the last financial year?	691
The maximum weekly fee payable during the last financial year?	737

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 discuss care for the resident with the resident and their next of kin, significant other. On admission we work closely with the individual and their families to understand their preferences, needs and wishes on admission and at the end of life. We liaise with families when there is change in condition or medication for a resident or hospital appointment.</p> <p>We have a visible office central to the home so most families can drop in and discuss issues at their convenience. For financial issues the administrator will email or write to families or residents to discuss management of their fees or any other expenditure. We have communicated with residents/ families prior to any covid vaccines and reviews from health professionals so they are prepared and in a position to be fully informed. The residents who wish attend residents meeting where they close events, activities and outings, discuss menu alterations and give feedback on entertainers who have visitors. We ensure 3 monthly updates.</p>

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	4
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	<p>Gardens patios can be accessed from the ground floor and the first floor. We have a smoking area for residents in the one garden. Seats, benches, umbrellas and tables are available in both areas. We have a large visiting pod/ indoor garden space with electricity that can also be accessed. Families enjoy visiting outside during the warmer weather. We have green/ grassy areas and planting areas for residents to be involved in gardening if they wish. We enjoy having entertainers outside in the summer months.</p>
Provide details of any other facilities to which the residents have access	<p>We have a wheelchair accessible car for trips of up to 4 residents.</p>

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.

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.

Views of Residents are obtained through Residents Meetings, questionnaires and daily conversations. Views from families and loved ones are obtained through regular discussions along with written questionnaires.

Residents feedback:

8 residents provided feedback October 2022.:

They feel well looked after, like there is always someone here, lots of staff know my routine and what is important to me. They report feeling safe with kind staff.

The residents emphasis how much they like chatting with staff and how they like to chat with certain residents, or know them from their home town.

They report enjoying: watching sport, quizzes, keep fit, listening to classical music together, reading seeing friends and family, enjoying walks around the home, hearing the singers, going out shopping and for meals.

Feedback on the food: food is good, food is smashing, happy with the menu, I love the food: welsh cakes, chips, deserts, cheese on toast

Extra requests for certain items recently received: 'shortback' bacon, different cheeses, mushrooms, homemade soups, pork belly, cover on food to keep hot.:

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.

- Views of residents are heard daily. Care staff interact whilst supporting with care needs whilst activity coordinators have one-to-one discussions along with group discussions.

- We have 2 Doctors surgeries within our catchment area and the district nurse calls daily to administer insulin. All residents are assessed daily to ensure their health is stable and there are no concerns. We strive to support people to the end. We work closely with the community team in order to achieve this.

- Staff support residents to most outpatients appointment unless families are available. Due to mobility issues it is mostly Foxtoy House staff who take residents in our wheelchair adapted car rather than their families. If the environment is safe they may enjoy a cuppa and enjoy the longer scenic drive home..

- Views of other health professionals are sought by inspectors. We have comments from visiting professionals and support them in their visits. The Psychiatric consultant reviews a number of residents.

- We have an open recruitment at present – open to staff wishing to work bank shifts or more permanent hours. We supervise and train staff with local trainers Steddy Ltd along with inhouse competencies and earning. Our staff are experienced and skilled. Social care wales registrations progressed well. Staffing levels are stable as discussed in the most recent inspection with CiW Feb 2022. A progressive development is 2 staff attending a coaching and mentorship ILM course. These staff can support the manager with appraisal and supervision of staff.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • On initial meeting all residents are assessed to ensure correct risk assessments are in place for their and other residents safety. • Referrals for new residents are half private and half funded by local authority. • A summary of the views received from relatives state: we are pleased with the care and attention received, 'more than happy with all the support'. ;Very happy with all the communication received" " we are informed of any incident soon after they occur" " • Deprivation of liberty referrals are made as appropriate with staff supporting the Best Interest assessors with information when they visit. • Evidence of the extent to which the rights of people who use the service are being met, such people are protected from discrimination, etc. • If a resident raises a concern or query this is documented and discussed to ensure they are happy with any changes they may require whether it is regarding: food, environment, other resident or a staff issue. • Staff demonstrate a clear awareness of documentation skills surrounding incidents related to behaviour and falls. • Staff receive extra training on Dementia, safeguarding, Person centred care and challenging behaviour, epilepsy. • The new care plan system implemented and time logs care for accuracy. • Positive feedback on end of life care in September and October has demonstrated the professionalism of staff. Many gifts were given to staff from a family who were grateful for the support.
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<ul style="list-style-type: none"> • The garden patio areas remain well maintained and comfortable for residents to step out and sit chatting together whenever the weather warms up. • We have safely maintained indoor visits since the WG changed the guidance to carry them out. We have now stopped the appointment system, relatives visit as they prefer.. • All residents are supported in private bedrooms and bathrooms to maintain their dignity. A resident who recently came on respite was very involved in the alterations to his ensuite bathroom. Movement of hand rails to suit his gait and height along with flooring adjustments were a joint decision. • Falls are monitored and a review is carried out looking for trends and causes of falls. • On viewing an allocated room we discuss layout, furniture and supportive aids with families/ residents to ensure optimum safety and comfort for a resident. • We take residents for shopping trips to local shops, coffee shops for refreshments or The Pheasant pub if requested.. • We invite residents to daily activities and encourage involvement with exercise along to music and maintaining mobility. • Positive feedback has been gained from residents who enjoy the weekly/byweekly services we hold inhouse. Thought and planning goes into choosing psalms and hymns appropriate for that week in the religious calendar. • Our residents views were sought in choosing of the new upstairs landing carpet they unanimously chose green. • We encourage residents to bring in familiar items to fill their environment. Photographs, furniture such as bed and chairs. We also meet their requests for food items and individualised diets. For example, some residents prefer to see visual objects to represent food therefore items such as individualised cereal packets and drinks bottles/ cans can prompt an improved diet. • We are working with Menter Bro Ogwr and recommenced our Welsh language service for staff and residents in 2023. The activities increase Welsh language conversation and evoke memories of past times. Staff are trained weekly in Welsh language in order to meet the Active Offer. • Staff are trained in hand massage and relaxation this has been particularly effective in the afternoons.

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) 21

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

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	1
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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life Care 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
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	1
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?	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
<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	8
No. of posts vacant	1
<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	2
Infection, prevention & control	0
Manual Handling	6
Safeguarding	4
Medicine management	8
Dementia	1
Positive Behaviour Management	4
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Training End of Life Training FIRE
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	1
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)	3
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.	7-2 - 1-2 staff 2-9: 1-2 staff 10-8: 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
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	19
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	8
Manual Handling	10
Safeguarding	13
Medicine management	0
Dementia	3
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Principles and Values training SCW which included equality and diversity End of Life
Contractual Arrangements	
No. of permanent staff	19

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	4
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)	9
No. of part-time staff (17-34 hours per week)	9
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.	7-2 4to 5 staff 2-9 4 staff 9-7 night shift 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	12
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	6
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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	5
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.	COSHH FIRE

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	1
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)	3
No. of part-time staff (16 hours or under per week)	0
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	6
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	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire
Contractual Arrangements	
No. of permanent staff	6
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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
<p>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.	Activity Care Worker Maintenance Role
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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.	COSHH FIRE
<p>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	2
No. of staff working toward required/recommended qualification	0