

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:	Fronhaul and Brookfield Care Home Ltd	
The provider was registered on:	24/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fronhaul	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/09/2018
	Responsible Individual(s)	Dhanraj Boodeny
	Manager(s)	
	Maximum number of places	16
	Service Conditions	There are no conditions associated to this service
	Brookfield House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/09/2018
	Responsible Individual(s)	Dhanraj Boodeny
	Manager(s)	Cillian Barry
	Maximum number of places	23
	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	Internally via our training and development coordinator.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is done via online platform. 1 current vacancy at present. Unusually, retention of staff is very good.

Service Profile

Service Details

Name of Service	Brookfield House
Telephone Number	01994231093

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	Arabic

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	1094.56
The maximum weekly fee payable during the last financial year?	1094.56

Complaints

What was the total number of formal complaints made during the last financial year?	17
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	7
Number of complaints not upheld	10
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents Meetings, there's also a comments box and during monthly key worker reviews individuals are asked if there's any complaints they'd like to make.

Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	A large garden area
Provide details of any other facilities to which the residents have access	1:1 activities in and outside of the service, vehicles and escort, communal activities, voluntary work

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.	I am confident that the service provides extensive evidence to support individuals around choice and opportunities. More detailed information can be found in my RI reports and in records.
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.	I am confident that the service provides extensive evidence to support individuals around their ongoing health, development and overall wellbeing. More detailed information can be found in my RI reports and in records.
The extent to which people feel safe and protected from abuse and neglect.	I am confident that the service provides extensive evidence to support individuals to help them feel safe and protected from abuse and neglect. Our outreach model during monthly key worker reviews where individuals are asked about anything they may be unhappy with and complaints as well as annual Safeguarding training for all staff. More detailed information can be found in my RI reports and in records.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I am confident that people's outcome focussed goals supports their wellbeing and achievement. More detailed information can be found in my RI reports and in records.

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) 5

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	1
Positive Behaviour Management	0
Food Hygiene	1
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	1

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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
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)	1
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 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
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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?	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	25
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	2
Health & Safety	25
Equality, Diversity & Human Rights	25
Infection, prevention & control	25
Manual Handling	25
Safeguarding	25
Medicine management	25
Dementia	25
Positive Behaviour Management	0
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	25
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)	10
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	3
<p>Typical shift patterns in operation for employed staff</p>	

<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>	<p>Brookfield House operates with 5-7 Staff on Duty in the Morning shift (0800-1500) and 4-5staff on duty on an afternoon shift (1500-2130) and 2 staff on D duty overnight (21.30-0800).</p> <p>These numbers are regularly amended based on need usually governed by appointments or what a service user has put in their activity planner. In these instances, additional staff are used from our known staff list. Agency staff are never used by Fronhaul & Brookfield.</p> <p>The Skill Mix on day shifts is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 3 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>4-6 other members of staff, only one of which may be going through Induction.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>25</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>26</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>5</p>
<p>Health & Safety</p>	<p>26</p>
<p>Equality, Diversity & Human Rights</p>	<p>26</p>
<p>Infection, prevention & control</p>	<p>26</p>
<p>Manual Handling</p>	<p>26</p>
<p>Safeguarding</p>	<p>26</p>
<p>Medicine management</p>	<p>26</p>
<p>Dementia</p>	<p>26</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>26</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>26</p>

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)	16
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3
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.	<p>Brookfield House operates with 5-7 Staff on Duty in the Morning shift (0800-1500) and 4-5staff on duty on an afternoon shift (1500-2130) and 2 staff on D duty overnight (21.30-0800).</p> <p>These numbers are regularly amended based on need usually governed by appointments or what a service user has put in their activity planner. In these instances, additional staff are used from our known staff list. Agency staff are never used by Fronhaul & Brookfield.</p> <p>The Skill Mix on day shifts is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 3 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>4-6 other members of staff, only one of which may be going through Induction.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Fronhaul
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Telephone Number	01994230986
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	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	16
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Fees Charged

The minimum weekly fee payable during the last financial year?	1094.56
The maximum weekly fee payable during the last financial year?	1094.56

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	9
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents Meetings, there's also a comments box and during monthly key worker reviews individuals are asked if there's any complaints they'd like to make.

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	A garden area
Provide details of any other facilities to which the residents have access	1:1 activities in and outside of the service, vehicles and escort, communal activities, voluntary work

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.	I am confident that the service provides extensive evidence to support individuals around choice and opportunities. More detailed information can be found in my RI reports and in records.
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.	I am confident that the service provides extensive evidence to support individuals around their ongoing health, development and overall wellbeing. More detailed information can be found in my RI reports and in records.
The extent to which people feel safe and protected from abuse and neglect.	I am confident that the service provides extensive evidence to support individuals to help them feel safe and protected from abuse and neglect. Our outreach model during monthly key worker reviews where individuals are asked about anything they may be unhappy with and complaints as well as annual Safeguarding training for all staff. More detailed information can be found in my RI reports and in records.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I am confident that people's outcome focussed goals supports their wellbeing and achievement. More detailed information can be found in my RI reports and in records.

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)	6
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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	0
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	0

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2

Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Full day's training on mental health conditions and their treatment.
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)	1
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 to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
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
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	25
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	6
Health & Safety	25
Equality, Diversity & Human Rights	25
Infection, prevention & control	25
Manual Handling	25
Safeguarding	25
Medicine management	25
Dementia	0
Positive Behaviour Management	25
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	25
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)	10
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	3

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>	<p>Fronhaul operates with 3 Staff on Duty plus a manager (currently deputy) in the Morning shift (0800-1500) and Afternoon shift (1500-2130) and 2 staff on Duty overnight (21.30-0800).</p> <p>These numbers are regularly amended based on need usually governed by appointments or what a service user has put in their activity planner. In these instances, additional staff are used from our known staff list. Agency staff are never used by Fronhaul & Brookfield.</p> <p>The Skill Mix on day shifts is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 2 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>Two other members of staff, only one of which may be going through Induction. The Overnight staff is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 2 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>1 other members of staff, only one of which who must have completed all Mandatory Training and Induction.</p>
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Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
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	26
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	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	26
Dementia	26

Positive Behaviour Management	0
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	26
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)	16
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3
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.	<p>Fronhaul operates with 3 Staff on Duty plus manager (currently deputy) in the Morning shift (0800-1500) and Afternoon shift (1500-2130) and 2 staff on Duty overnight (21.30-0800).</p> <p>These numbers are regularly amended based on need usually governed by appointments or what a service user has put in their activity planner. In these instances, additional staff are used from our known staff list. Agency staff are never used by Fronhaul & Brookfield.</p> <p>The Skill Mix on day shifts is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 2 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>Two other members of staff, only one of which may be going through Induction.</p> <p>The Overnight staff is as follows:-</p> <p>At least one Medication Trained Key Worker who has completed their Level 2 Diploma and all mandatory training - and is deemed competent to run a shift as set out in the Professional Standards and Skills Framework.</p> <p>1 other members of staff, only one of which who must have completed all Mandatory Training and Induction.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	

Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No