# 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:		Hayes Healthcare Limited	
The provider was registered on:		24/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Conifers Care Home		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	24/05/2019	
	Responsible Individual(s)		
	Manager(s)		
	Maximum number of places	27	
	Service Conditions	There are no conditions associated to this service	

Training and Workforce Ranning		
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	At Conifers one of our core functions and responsibility is to make sure that all the staff are either already trained or if not then traini ng is given to them free of charge or on payment through online c ourses and on-job training. The Manager / RI immediately identifie s training needs and the staff is made aware of the same. we hav e very good business relations with training providers such as soc ial care Wales etc. Furthermore, we keep this as an ongoing proc ess.	
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	At Conifers, we have a straightforward procedure for the recruitm ent of staff. Most of our team is from the local community. Althoug h we do advertise when required, mostly it is being handled by the managerial staff. At the time of recruitment, all the personal inform ation and references are requested and the DBS procedure is init iated as it is a mandatory requirement. The team is provided with a conducive environment, Flexible hours in rotas, holidays, and a say in the care matters.	

#### Service Profile

rice Details	
Name of Service	Hayes Healthcare Limited (Trading as Conifers Care Home)
Telephone Number	01978447470
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No

Se	rvice Provision	
	People Supported	
	How many people in total did the service provide care and support to during the last financial year?	40

Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	792

## 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?	With regards to complaints, we have a very straightforward compl aints procedure which is mentioned in detail in the Service User G uide and Statement of Purpose which are provided to the service users at the time of admission. Regular feedback is obtained from the service users and their queries and informal complaints are a ddressed right away. The team continuously follows this practice. we also conduct meetings with the residents and their families and ask about their concerns or complaints. this is the reason that dur ing the last financial year, we had no formal complaints. these me etings are being conducted by the Manager, Deputy, and RI besid es the senior staff members. our interaction with the residents an d the families is very very frequent.

### Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
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	We have two garden areas outside and a designated smoking an d sun area outside. they have been described in the service user guide and statement of purpose. The residents are encouraged t o use the outside areas.
Provide details of any other facilities to which the residents have access	The activities coordinator is there for recreational activities, Hair d ressing, and chiropody facility is available at home at a reasonabl e cost. Magazines, game console, music etc. is also available. Ne wspaper and other utility-related things can be provided at the ex pense of the service user.

#### 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)	Yes
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No

E	British Sign Language (BSL)	No
C	Dther	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	100 percent, this is embedded in our policies and procedures a nd also forms a major component of our service user guide and statement of purpose. Without getting feedback from the reside nts about their care, support, and choices one can't succeed in providing the quality of service that we provide at Conifers. we believe in fewer words and more actions. we also feel proud tha t we are doing our utmost and getting A+ results.
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.	It is our opinion based on the feedback from the residents and t heir families that they are very happy with the care provided. w e love what we do, it's our job to ensure that. The Core of qualit y service is to make sure that residents well being and health ar e given top priority.
The extent to which people feel safe and protected from abuse and neglect.	We at Conifers have zero tolerance for neglect and abuse. Our residents feel safe and are safe at all times and staff members are given proper training in this area. Appropriate policies and procedures are in place to safeguard residents against abuse and neglect, plus staff are given pieces of training in this specifi c sector. Basically, we encourage independent life with choices and betterment of our residents.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	As we have mentioned that best quality care and service is ens ured at the home therefore our goal has been to provide them with the accommodation that best suits and supports their well- being and achievement of their personal outcomes. we keep no stone turned in order to achieve the desired goals.

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 30 31 March)

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 spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	2
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	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Moving and handling. Rita training C C training
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	2
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	9
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

No. of staff in post	2
No. of posts vacant	0
not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Induction	2
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	2
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 NVQ level 3 done Neccessary Training and M&H Done Social care tv done NVQ 2 doneLevel 4 and 5 Course pathway in prog ess
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 fixe	d 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	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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'.	y have been undertaken. Any training not listed
Induction	4
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	3
Positive Behaviour Management	2 3
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social care tv Online training In house training Policies guidance
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
	4

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1
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.	The specific role of an HCA is to provide care towards a service user on a day to day basis revolving round the service users care and well being. It car nclude showers, dressing up, feeding, assisting a esident to walk, medication, activities, personal hy ne, assisting in continance requirements and mob sing. This perticular job is generalised in a way that it requires the staff to stay connected with the mar agent to inform them of certain aspects of change n health and requirtements for the residents account ing to the will of the service user.
Filled and vacant posts	
No. of staff in post	22
No. of posts vacant	2
Training undertaken during the last financial yea Set out the number of staff who undertook releva	r for this role type.
Training undertaken during the last financial yea	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
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Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
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Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8 8 8
Training undertaken during the last financial year   Set out the number of staff who undertook relevation   provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'.   Induction   Health & Safety   Equality, Diversity & Human Rights   Infection, prevention & control   Manual Handling   Safeguarding   Medicine management   Dementia   Positive Behaviour Management   Food Hygiene   Please outline any additional training undertaken pertinent to this role which is not outlined above.   Contractual Arrangements   No. of permanent staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8 8 8
Training undertaken during the last financial year   Set out the number of staff who undertook relevater   provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'.   Induction   Health & Safety   Equality, Diversity & Human Rights   Infection, prevention & control   Manual Handling   Safeguarding   Medicine management   Dementia   Positive Behaviour Management   Food Hygiene   Please outline any additional training undertaken pertinent to this role which is not outlined above.   Contractual Arrangements   No. of permanent staff   No. of Fixed term contracted staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 8 8 8 8 8 8 8 8 8 8 8 8 8

Outline below the number of permanent and fixed	
No. of full-time staff (35 hours or more per week)	22
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	5
No. of staff working toward required/recommended qualification	2