

# 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:	Heathfield Lodge Limited	
The provider was registered on:	24/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Heathfield Lodge Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/04/2019
	Responsible Individual(s)	Angela Singh
	Manager(s)	Heather Carr
	Maximum number of places	16
	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	There is a dedicated Learning and Development department which arranges and monitors all staff training. New staff undertake a five day induction which includes: Safeguarding, Professional boundaries, Therapies and Dysphagia, Active Support, Health and Safety, Food Safety, infection Control, PBS, Manual Handling and Medication Administration. In post staff have an online training system which offers further training and refresher courses, mandatory and specialised which is monitored.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a People and Culture team that manage this aspect. Posts are advertised via various platforms including the companies website. Recruitment has been ongoing and successful and there are no deficit hours within the service. Recruitment is discussed on a monthly basis in a business review meeting and necessary steps are taken to recruit more staff if deficits are identified. Retention is good across the service and this is monitored on a monthly basis. There are various staff benefits.

## Service Profile

### Service Details

Name of Service	Heathfield Lodge Ltd
Telephone Number	01792646840
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	n/a

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1970.14
The maximum weekly fee payable during the last financial year?	3459.33

### 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>The people supported in Heathfield Lodge have monthly "my meetings" where they are consulted individually about the service they receive, any outcomes they want to achieve and any way they think the service can be improved.</p> <p>There are also quarterly group meetings with the the people being supported where they have the opportunity to voice ideas re how the service can be improved, what events/activities etc. they would like to engage in and raise any issues they may have.</p> <p>As the RI I visit the service on a regular bases, at least once monthly, but usually more often. During those visits I take the opportunity to speak to people living there to ascertain their feelings on the support they receive and the general running of the service and they are encouraged to make suggestions for improvements and raise any concerns.</p> <p>Last year there was also a satisfaction survey conducted where people were able to unanimously give feedback regarding the operation of the service.</p>

### 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?	16
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large rear, enclosed and private garden that residents can access. The area has a large lawn and also a decked patio area on a separate level.
Provide details of any other facilities to which the residents have access	no

### 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.

<p>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.</p>	<p>As the Responsible Individual, I prioritize regular visits to the home, visiting at least once a month. During these visits I ensure that I engage with the individuals we support, I make it a point to know each person by name and actively enquire about their lived experiences. This personal connection allows me to gain valuable insights into their needs, preferences, and overall well-being and whether they are actively encouraged to engage in decisions about their support and the way they live their life. I also review the electronic care plans on a regular basis so that I can make sure there is a strong sense of the persons "voice" running through them and that they are demonstrating people's active participation in their care planning.</p> <p>Furthermore, the Manager serves as a strong advocate for the individuals we support, ensuring their voices are heard and their rights are upheld during "my meetings" which are held on a monthly basis and house meetings which are held at least quarterly. These meetings give individuals the opportunity to express their wishes around their care and support and events and activities that they would like to engage in.</p> <p>Whenever a particular need is identified, we proactively make referrals to our own Multi-Disciplinary Team. This includes accessing specialized support such as Positive Behaviour Support, Physiotherapy, and Occupational Therapy to address individual requirements comprehensively.</p> <p>External professionals are contacted on a regular basis to ensure they too are involved in care planning and are playing an active role in advocating for the people we support where necessary.</p> <p>Where individuals are unable to contribute, as a result of their illness or disability, relatives are actively encouraged to do so by informing staff of their relatives past likes and dislikes. Interest and hobbies and every effort is made to meet these needs and wants.</p> <p>Through staff efforts and collaboration with the people we support and relevant others we strive to ensure that the support plans remain person-centred, responsive, and reflective of the unique requirements and aspirations of each individual we support.</p>
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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.

In an independent survey conducted during the last financial year 78% of residents stated that their needs are being met and they are supported with information and advice in relation to their health and other needs.

We maintain electronic care records that are accessible to managers within Domcare@fieldbay. These records serve as a comprehensive resource for information regarding the care and support provided to individuals. In the event of accidents or incidents, each occurrence is assessed for severity, and an email notification is automatically dispatched to both the manager of the service and myself as the Responsible Individual.

To ensure accurate and up-to-date documentation, our dedicated staff use tablet devices to record the details of care in real-time. This approach enables efficient monitoring and facilitates effective communication among the care team.

In recognition of the importance of overall health and well-being, we ensure that all the individuals we support are registered with a General Practitioner. As part of their care, we request annual health checkups.

We communicate with the NHS and social services to ensure the ongoing effectiveness of care and support plans. We work closely to ensure that the plans are regularly updated, aligning with any changing needs or circumstances. When necessary, we make referrals to our own Multi-Disciplinary Team (MDT), drawing upon specialised services such as Positive Behaviour Support, Physiotherapy, or Occupational Therapy.

In the unfortunate event that an individual we support requires hospitalization, we take proactive measures to ensure continuity of care. We provide a Hospital Passport, which contains important information about the person's support needs. Whenever feasible, we strive to maintain the presence of a support worker to provide continued assistance and support during the hospital stay.

Furthermore, we take pride in supporting individuals who attend colleges of further education or participate in activities at our own day center. These opportunities for education and engagement foster personal growth, skill development, and social interaction, contributing to enhanced overall well-being and quality of life.

By implementing these various measures and collaborating with healthcare professionals and relevant services, we aim to provide comprehensive, person-centered care and support that addresses the diverse needs

The extent to which people feel safe and protected from abuse and neglect.

In a satisfaction survey conducted by an independent agency during the last financial year, 78% of residents stated that they feel safe in their home.

To ensure a comprehensive understanding of the values and practices, we provide all staff with a comprehensive five-day induction program. This covers essential topics such as diversity, rights, safeguarding, and positive behaviour support.

Recognising the importance of ongoing training, we have a dedicated full-time staff member responsible for providing training sessions. Any member of our staff can request specific training by completing a formal request form. This ensures that continuous professional development remains accessible to all staff, allowing them to enhance their skills and knowledge in areas relevant to their roles.

We prioritise the implementation of positive behaviour support and have established our own dedicated positive behaviour support team. Additionally, we subscribe to the restraint reduction network, aligning our practices with the principles of minimizing the use of physical interventions. Physical interventions are only employed when prescribed by an accredited positive behaviour support (PBS) practitioner, ensuring that the utmost care and expertise are exercised in these situations.

Transparency and accountability are fundamental values and if mistakes occur, we adopt a candid and open approach, promptly referring ourselves to safeguarding and CIW. Safeguarding training is provided to all staff members, empowering them to effectively recognise and respond to safeguarding concerns.

All incidents and accidents are promptly reported to the management team, enabling a swift response and appropriate actions. Once safeguarding procedures have concluded, we conduct thorough root-cause investigations to identify any underlying factors and implement measures to prevent similar incidents in the future.

Regular reviews of support hours are conducted to ensure that our care plan obligations are met effectively. We collaborate closely with social services and the NHS to secure the necessary resources required to fulfil these obligations.

To address concerns and grievances, we have established a robust complaints and whistleblowing procedure. This framework enables individuals to voice their concerns confidentially and facilitates a fair and impartial resolution process.

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

In an independent survey 89% of residents stated that "staff know how to support me".

People also stated that they feel staff treat them with respect and dignity and help them to achieve their well being outcomes. Care is person centred and each person is treated as an individual with unique needs and wants. Staff have active support and professional boundaries/institutionalised practice training to equip them to practice in a way that keeps the people they support at the heart of everything they do.

Care plans are updated on a monthly basis or more frequently if necessary to ensure that any changes in need is reflected and acted upon. People have as much choice as possible in terms of the recreational pursuits they engage in and the hobbies and interest they pursue. There is a full time activities co-ordinator who concentrates on providing people with meaningful activities and accessing the community on a daily basis where appropriate. The people we support decide on the events and activities they want to participate in during monthly "my meetings" and quarterly "house" meetings

The people we support have access to a wide range of specialist staff who support their physical, emotional and psychological well being as necessary, including clinical nurse practitioners, manual handlers, occupational therapists, physiotherapists, SALT practitioners and a PBS practitioner.

People are encouraged to maintain relationships with family and friends who are important to them and there is an "open door" policy re visitors. External professionals are encouraged to visit it and review their clients on a regular bases and multi disciplinary meetings are arranged when support needs change.

People are supported by well trained staff who receive regular refresher mandatory training and any necessary specialist training to meet the needs of the people who live in the service e.g. epilepsy awareness and autism training. There is a Learning and Development partner assigned to the home who visits the service regularly to ensure staff have the necessary skills and abilities to meet the care and support needs of the people who live in the service. Staffing to service user ratio is high ensuring that people have the individual attention they require.

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) 47

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	Coshh – 03/07/2022 Basic life support – 21/10/2022 Data protection – 31/10/2022 Falls – 15/04/2023 Fire Awareness – 31/03/2023 Learning difficulties – 06/04/20 Cyber security – 04/12/2022 Nourish training 7th and 8th February 2023 Reg 73 training – 19th January 2023
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
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	1
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.	Infection Control, Fire safety awareness, Data Protection, Basic Life Support, Dysphagia, Health and Social Care Core award level 2, IOSHH, legionella, Fire Marshal, Stress Management, RCN training in documentation, epilepsy awareness and Midazolam
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?	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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Active support
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 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)	2
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 social care worker	4
No. of staff working towards the required/recommended qualification	0
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	professional boundaries
<p>Contractual Arrangements</p>	
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
<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.	Staff in this role work a long day from 8 a.m. until 9 p.m. They will be rotated between day shifts and night shift, night shifts start at 9 p.m. and finish at 8 a.m.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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
<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	32
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	29
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	47
Manual Handling	47
Safeguarding	47
Medicine management	29
Dementia	0
Positive Behaviour Management	29
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional boundaries Active support Data protection
<p>Contractual Arrangements</p>	
No. of permanent staff	17
No. of Fixed term contracted staff	9
No. of volunteers	0
No. of Agency/Bank staff	6
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)	17
No. of part-time staff (17-34 hours per week)	9
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.	Staff in this role do "long days" - starting their shift at 8 a.m. and finishing at 9 p.m. and on average there would be five staff members in this role on shift during the day. Staff would also be rotated in to do regular night shifts which start at 9 a.m. and finish at 8 a.m.
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	17
Domestic staff	
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	4
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	0
Safeguarding	4
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.	COSH
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
<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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Catering staff	
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	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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
<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
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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.	Maintenance - this person deals with any minor repairs and maintenance on a daily bases. Administrator - this person deals with all office tasks
Filled and vacant posts	
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
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.	none
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	2
No. of staff working toward required/recommended qualification	0