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:	Heathfields Residential Homes Ltd
The provider was registered on:	23/07/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Heathfields Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	23/07/2018
	Responsible Individual(s)	Primrose Davies
	Manager(s)	Kathrine Ralph
	Maximum number of places	22
	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	The company provides 2 weeks of induction training for all care staff. This is distributed as follows: - 1 week for all mandatory training courses which are delivered via an online platform and are in line with the All Wales induction framework. - 1 week of shadowing and attending face-face courses that we provide e.g. Manual handling, emergency first aid, medication administration level 2 In addition, we also provide additional in-house training on key policies and practice issues.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise locally and on indeed.co.uk for care staff. We have recently recruited an experienced Director of Healthcare who will provide leadership on our recruitment of care staff. Occasionally, we also recruit overseas to meet our staffing shortfall. We have a robust Recruitment and Selection Policy and Procedure, that follows 'safer recruitment' practices so that we can be sure all our staff have the requirements as set out in the regulations.

Service Profile

Service Details

Name of Service	Heathfields Residential Home

Telephone Number	01656668586
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	600
The maximum weekly fee payable during the last financial year?	900

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?	Service user satisfaction surveys RI visits Care needs assessments and care planning Safeguarding Complaints

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	3
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	There is an enclosed garden with outdoor facilities. There is a maintained garden with shrubs and flowers. Residents have access to hats when using the garden in warmer weather.
Provide details of any other facilities to which the residents have access	The service provides 4 days of in-house activities for the residents. These include chair exercises, crafts, games and music. There are parties also held on special occasions such as the Coronation of the King and resident birthdays. Residents have access to hairdressing and chiropody services provided by community practitioners. There are no restrictions on visits by family and friends.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes

List 'Other' forms of non-verbal communication used	Reminder cards and pictorial menus

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.	All people who use the service have an individual care plan for each area of need identified and agreed for care and support. People are able to consent to their care plans, and where they have been assessed as 'lacking the mental capacity' to make decisions about their care and support, their relative who representative is asked to review the care plans and consent to them. People who use the service have been provided with information about how they can make a complaint about their care and support service. Additionally, people have access to up-to-date information about safeguarding and what to do should they have concerns about their safety and welfare. An annual user satisfaction survey is about to get underway with the purpose to seek the views of those who use the service a s well as their families and other stakeholders involved in their care and support. The manager and responsible individual have visited a sample of the [people who use the service to discuss any concerns they may have and also to check that they e satisfied with the service they are receiving.
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.	The service is not only responsive to changes in health needs but it works proactively to identify and support people who use the service to access relevant health and support services in their community. The service also works collaboratively with NHS colleagues to ensure people are receiving the care and support they need in relation to maintaining their health.
The extent to which people feel safe and protected from abuse and neglect.	The 'Safeguarding Adults Policy and Procedure' has been updated to ensure it thoroughly reflects legislation and best practice guidance in safeguarding adults at risk. Following the update to the policy, all staff who in the service received a half-day briefing on the policy as well as the relevant contact details of Bridgend County Council safeguarding. Staff and people who use the service also have access to the contact details of the Public Ombudsman as well as Care Inspectorate Wales.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People are assigned to accommodation based on their access needs with those requiring the most support to evacuate on the ground floor. Peoples' rooms are kept clean and tidy and free from odour. People who live at the service have access to communal lounges, a dining room and an enclosed garden. There are no restrictions on visit by family and friends and communal activities and events promote a sense of community and belonging. In-house planned activities include games, chair exercises, music and celebration of key national events such as the coronation of the king. Birthdays are also celebrated.

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)	16

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	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	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective supervision for managers and supervisors Person-centred active support Managing investigations for managers Lead to Succeed
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	0
	Outline below the number of permanent and fixed term contact staff by hours worked per week.	
	No. of full-time staff (35 hours or more per week)	1
	No. of part-time staff (17-34 hours per week)	0
	No. of part-time staff (16 hours or under per week)	0
	Staff Qualifications	
	No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective supervision for managers and supervisors Person-centred active support Managing investigations Lead to Succeed

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory 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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective supervision for managers and supervisors Person-centred active support Lead to Succeed

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	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)	7
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 social care worker	6
No. of staff working towards the required/recommended qualification	1

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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective supervision for managers and supervisors Person-centred active support Lead to succeed

> 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	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)	7
No. of part-time staff (17-34 hours per week)	0
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.	07:15 - 14:30 14:00 - 21:30 21:00 - 07:30 07:15 - 21:30 09:00 - 14:30 (Cleaners) 10:00 - 18:00 (housekeeping assistant) 09:00 - 13:30 (Cleaner)

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1

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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Adults Policy and Procedure - A briefing for staff Person-centred active support Effective team building Medication management - A policy briefing for staff Level 2 moving and handling

Contractual Arrangements

No. of permanent staff	10
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)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2

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.	07:15 - 14:30 14:00 - 21:30 21:00 - 07:30 07:15 - 21:30

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
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.	

Contractual Arrangements	
No. of permanent staff	3
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)	3
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	3
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	2
No. of posts vacant	0

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	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.	

> 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	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?	No