

# 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:	Hebron Hall Limited	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bethel House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Colin Jardine
	Manager(s)	Michaela Westmoreland
	Maximum number of places	39
	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	<p>A staff review is held monthly and all care staff have to achieve or begin training for a QCF Level 2 in Health &amp; Social Care. All Team Leaders need to achieve or be in training for QCF Level 3 Health &amp; Social Care Diploma (supervised until they achieve this )</p> <p>All training is provided by instructors who visit on site &amp; staff are paid to attend.</p> <p>We support all staff if they wish to pursue a higher level than the min reqd.</p> <p>All report progress to management weekly, and have pay increase on quali</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We place adds locally for staff when needed, but have a v. high retention level of over 70 -80%</p> <p>Staff wages are reviewed constantly with an annual increase level depending on the work market and our requirement, or rewarded with increases for exemplary service</p> <p>Equivalent wages in our area are monitored and matched plus more.</p> <p>No cost for training is offered &amp; time paid for</p> <p>Staff can have a free meal if working during meal times</p>

## Service Profile

### Service Details

Name of Service	Bethel House Care Home
Telephone Number	02920513162
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	None
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	42
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	723
The maximum weekly fee payable during the last financial year?	800

##### 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?	Residents are spoken to by the RI weekly, and by managers at least once daily to check everything is well. Family members are encouraged to ask about their family members and are engaged in conversation when they visit or by phone if necessary.

##### Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	21
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	The pleasant grounds of Hebron Hall are visible from most rooms and contain some easy walks for residents. We encourage residents to use the outside seating areas especially in better weather. In addition, there are two secure outdoor areas with seating and patio furniture and umbrellas which residents can access and enjoy without restriction, subject to individual risk assessments. These are especially suitable for those with memory issues or confusion.
Provide details of any other facilities to which the residents have access	The Hebron Hall swimming pool is available for use without charge by Bethel House residents and is supervised by a qualified lifeguard.

##### 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.

Care documentation is now all computerised on our CareDocs platform, it is person centred and completed with the resident and with their representative's insight. Staff responsible for the completion of care plans are competent, and care documentation is kept under review at least monthly or should there be a marked change in the residents needs or wishes.

Residents are supported to make choices about how they wish to spend their time and receive care and support. Their preferences are set out within their personal plan which all staff, involved in delivering positive outcomes for the person, are aware of, with hand held devices providing information.

Information is available that informs staff of how each person wishes to live their life and will include details of the individual person's friends and family, general interests, hobbies and preferred social activities. People are supported to be involved in the local community and to take part in community events

People's personal plans contain details about how best to provide care and support that meets their individualised personal health needs. People are supported to make healthy lifestyle choices, where they wish and are able.

Activities and engagement are planned individually for each person using the service and people's opinion is sought on how much they enjoyed and benefitted from the activities.

The Home employs engagement co-ordinators who are responsible for the activity programme and people living at the Home are made aware of the activities in an accessible format, on a white board in the reception area.

For the residents our communal areas allow for social interaction, development of new friendships, a sense of inclusion, feeling valued and support wellbeing. They are also used for planned or spontaneous events, i.e., Thought for the day, religious services, activities, and entertainment. Entertainers have visited and used our visitor pod or played outside, to protect themselves, residents, and staff.

Residents are encouraged to personalise their bedrooms and where possible this includes the use of personal items of furniture (subject to safety and risk testing)

We try to support residents and their families to be involved in the running of the Home. Where possible, residents are involved with the recruitment of new members of staff and their opinion on the suitability of candidates will form an integral part of the selection process.

<p>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.</p>	<p>Residents receive care that meets with best practice standards and staff members providing care for residents are recruited and vetted in accordance with the Regulations.</p> <p>A comprehensive assessment of a person's care needs are undertaken before they come to live at the home. This will ensure that the home can meet the person's care needs and that information is available to inform staff about how to provide each person with care and support that monitors and maintains their health and wellbeing.</p> <p>Individualised plans of care detail how best to support people and staff who provide care are aware of how best to support each resident.</p> <p>The individual risks to each resident are assessed and people are supported to make decisions about their care. Positive risk taking is encouraged.</p> <p>Specialist equipment is provided as determined by assessment to best support resident outcome and promote independence.</p> <p>Staff act in a timely manner to seek expert advice from the multi-disciplinary team to protect residents, promote independence, maintain safety and well-being and to deliver outcomes as set out within the resident's individual personal care plan.</p> <p>People will have regular access to external healthcare professionals including (but not limited to) general practitioners, dental care, opticians, physiotherapists, chiropodists.</p> <p>The Manager aims to provide a welcoming and relaxing atmosphere here where people living at the home can enjoy social interaction and be comfortable in their individual personal space.</p> <p>People are encouraged to participate in activities (as described in Section 1)). Our aim is for people to be able to engage with activities outside of the care home and where possible, take an active part in the local community.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The management team are experienced social care professionals. One has considerable care experience, has an NVQ 4 in management &amp; leadership and soon to receive level 5, and has registered as manager with SCW, having previously been the Senior Team Leader for several years. The other manager has a health related degree and is a qualified OT, having worked for 6 years in the NHS, and was seconded to the RAID intervention team. Both have been trained, supported, and supervised to achieve compliance with company policy and with Regulatory Standards. There is also a senior team leader in place with over 12 years care experience.</p> <p>The management team work closely with the whole staff team to ensure residents receive care that meets with best practice standards. Staff providing care for people are recruited and recruited in accordance with the Regulations.</p> <p>Once recruited, staff will undergo a period of induction and probation before their suitability for the role is confirmed and their recruitment is made permanent. All staff will take part in a framework of training, supervision and appraisal throughout their employment with the company.</p> <p>Issues raised relating to staff performance and non-compliance with policy are managed and poor practice will not be tolerated. Staffing levels are monitored to provide the correct level of qualified and skilled staff to meet resident dependency, and support good outcomes.</p> <p>Residents are protected from harm by staff who are trained in safeguarding. Policies and procedures are in place to support staff and to clearly set out responsibility to report safeguarding concerns, and how to take appropriate action.</p> <p>Any incident, occurrence or concern identified that meets safeguarding criteria are alerted to the safeguarding team, notified to the Regulator, the CEO and RI.</p> <p>A safeguarding log is maintained, and any lessons learned are shared with the staff team.</p> <p>Staff are made fully aware of the Whistle Blowing policy and are supported to feel confident in openly reporting any concern. Staff are made aware of and will have access to the whistleblowing email address and dedicated telephone line.</p> <p>Staff are supported by a suite of policies and procedures detailing safeguarding protocols and processes. These policies are available to review on site.</p>

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

People are cared for and supported in an environment that is safe, well maintained and secure.

The Manager and the Hebron Hall's Maintenance team follow a process of audit and planned preventative maintenance to ensure the environment within the home and its grounds complies with all regulatory standards.

The Home the maintenance team are direct responsibility for daily, weekly and monthly checks of the environment, building and equipment. All of these checks are recorded within the Maintenance Record Book and are conducted to ensure a safe environment for people living in the Home, staff who work at the Home and for all visitors to the Home.

Independence is promoted and best outcomes achieved as residents are able to do things for themselves because the available facilities, equipment and any risks are identified and managed.

Health and Safety risk assessments and environmental audits are undertaken to identify areas of concern and action are taken to mitigate risk.

Any concern identified is reported and addressed in a timely manner in order to best maintain an environment that promotes and allows for maximum independence, safety and wellbeing.

The RI and managers monitor the Health and Safety audits.

The Home operates in accordance with Food Safety Standards and is inspected by the Environmental Health Office. The inspection outcome and grade awarded is displayed. The recent inspection gave the service 5 stars.

Oversight of catering standards is maintained by regular audit of the service, by the chef and catering lead from Hebron Hall.

The Home operates in accordance with Fire Safety Legislation and has a comprehensive Fire Risk Assessment which is reviewed as necessary.

Fire drills are undertaken on a regular basis and fire safety audits will form part of the Governance agenda for the Home.

We operate an open visiting policy with residents meeting their family and friends in their own rooms or in the communal areas. For residents recognised as being on end of life care family can visit as they wish.

Residents are encouraged to personalise individual bedrooms and where possible this includes the use of personal items of furniture (subject to safety and risk testing)

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)	55
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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	
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Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The registered manager is required to hold or to be working towards the QCF Level 5 in Health and Social Care
<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
Deputy service manager	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managers are required to achieve Level 5 in Health and Social Care
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Other supervisory staff</p>	
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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	0
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	These staff are required to be CQF Health and Social Care level 3

#### 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)	0
No. of part-time staff (17-34 hours per week)	4
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
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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	13
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care staff are required to either have QCF2 Diploma in Health and social care or to sign up for it as soon as their probationary period is ended
<p>Contractual Arrangements</p>	
No. of permanent staff	13
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)	13
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.	<p>Bethel House operates a three-shift pattern: 7:00am - 2:30pm, 2:00pm – 9:30pm and 9:15pm – 8:00am. Overlap periods provide effective handovers and mean that there are up to eight care staff on duty to assist residents when they get up in the morning. Two care staff are based on each floor with a fifth carer available to work across the home. The Manager or a Team Leader are always either on duty in Bethel House or on call.</p> <p>At night there are two or three care staff awake and on duty, with a manager and a resident Hebron Hall Duty Warden on call.</p>

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
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>	
Filled and vacant posts	
No. of staff in post	16
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	16
Equality, Diversity & Human Rights	6
Infection, prevention & control	10
Manual Handling	16
Safeguarding	16
Medicine management	0
Dementia	4
Positive Behaviour Management	6
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care staff are required to either have QCF2 Diplom a in Health and social care or to sign up for it as so on as their probationary period is ended
Contractual Arrangements	
No. of permanent staff	16
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)	16
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.	Bethel House operates a three-shift pattern: 7:00a m - 2:30pm, 2:00pm – 9:30pm and 9:15pm – 8:00a m. Overlap periods provide effective handovers and mean that there are up to eight care staff on duty to assist residents when they get up in the morning. Two care staff are based on each floor with a fifth carer available to work across the home. The Manager or a Team Leader are always either on duty in Bethel House or on call. At night there are two or three care staff awake and on duty, with a manager and a resident Hebron Hall Duty Warden on call.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<b>Domestic staff</b>	
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.	
<b>Filled and vacant posts</b>	
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	03
Health & Safety	3
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.	DBS check and on job training
<b>Contractual Arrangements</b>	
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)	0
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0

**Staff Qualifications**

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

**Catering staff**

Does your service structure include roles of this type?	Yes
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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	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.	

**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
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No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No