

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:	Hermitage House Care Home Limited	
The provider was registered on:	30/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hermitage House Care Home Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/05/2019
	Responsible Individual(s)	Bhanu Patel
	Manager(s)	Jacqueline Tonks
	Maximum number of places	33
	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	All staff have a training and development plan that identifies what training is specific to their role. The home uses Red Crier online training that allocates training courses according to the staff roles and maintains compliance reports that inform the manager of what training has taken place and what is overdue. The training is paid 12 months in advance taking into account the requirements of any new starters. All care workers must complete a minimum of 17 courses including mandatory training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment through Indeed was sponsored for maximum impact. Staff training has been improved and expanded on, Staff meetings held to identify and discuss any areas of concern. Staff questionnaires completed on quality of service/employment. competitive pay rates. Flexible working patterns offered.

Service Profile

Service Details

Name of Service	Hermitage House Care Home Limited
Telephone Number	01938 554324
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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Fees Charged

The minimum weekly fee payable during the last financial year?	825
The maximum weekly fee payable during the last financial year?	950

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?	Resident meetings Staff meetings During care reviews Service satisfaction questionnaires analysed and Quality of care report made available for outcomes and actions to be taken.

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	32
How many bathrooms have assisted bathing facilities?	2
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 home has an outdoor paved garden area with seating and undercover gazebo. The garden area has easy access including for wheelchairs and is safe and secure from the car parking area. There is no access from the garden to the main road other than through a locked gate.
Provide details of any other facilities to which the residents have access	The home has an activities area that can also be utilised as a quiet private areas for families to visit and have coffee etc.

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	Pictorial menus

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.

A range of methods have been used to gather information on how residents feel about life at The Hermitage, this includes Resident meetings, discussions with individuals and formal quality monitoring forms. The Quality monitoring forms cover a broad range of questions relating to all areas of living at the home including Catering and food, Personal care and support, Daily living, the environment and the management of the home.

As an overall percentage 50% of residents told us they were very satisfied, 39% were satisfied and 11% not satisfied.

When asked specifically about how satisfied they felt with their care and support 70% of residents said they were very satisfied.

Comments for improvement around care and support and opportunities made available to them included:

- Would like to see the chiropodist on a more regular basis
- Would like the hairdresser more regularly
- Would like to go out more including for a walk
- Would like more activities on a daily basis
- Would like more opportunities for meetings with the manager

During a recent resident meeting residents indicated that they were generally happy with the care and support they received and felt that carers listened to them, the majority also felt they could approach the management team and that any concerns would be acted on.

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.

We believe that it is essential to a person's health and overall well being that they are treated as an individual, that they feel valued and that they are given opportunity to express themselves. In developing new care plans we are supporting and working in partnership with the resident to

- Find out what is important to them by asking about their personal history, interests and beliefs.
- Making sure they have choices for example, choosing their own clothes, where they want to eat and to have valued possessions around them.
- Provide any support needed to make choices and decisions
- Helping the resident maintain existing relationships as well as develop new ones.

We believe our residents have the right to the same health care as anyone else and will make sure we:

- Make referrals to health care professionals as needed
- Monitor and review existing conditions
- Enable access to all services including mental health
- Use joint working with other professionals and families

We have talked with our residents as part of this quality monitoring process and they have told us:

- I love my room, I have been given every opportunity to personalize my room and bring in my own personal possessions, and it feels like home. My health has improved massively since coming to the Hermitage, I wish I'd done it sooner.
- When I moved to the Hermitage I chose my own room, I'm still in it now and I love it, I will be there until the day I die.
- The staff are very good, they have helped me make some difficult decisions and have arranged for me to have an advocate to act on my behalf for the decisions I can't make. I am encouraged to do the things I enjoy.
- I moved from a care home where I didn't feel valued, it was horrible and I wasn't happy. I feel really settled here and the staff are supportive and helpful. I am looking forward to having a phone installed so I can ring my daughter more often.
- I like spending time in my own room, I don't feel pressured to have to go in the lounges. I look forward to my family visiting, the staff are very kind and bring coffee and tea when we ask.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • All residents have received a copy of the updated 'Guide to the home' the guide includes details of support and advocacy services as well as a summary of the complaints procedure. • Our Welcome pack explains what service people can expect from us and what we will do to protect their rights including their care and well-being, safety and security, independence, keeping in contact with family and friends and maintaining hobbies and interests. • All staff have been made aware of the safeguarding procedures and posters are visible in the home with details of how to raise a concern and contact details. • Where our services fall short of what should be expected of us we uphold a duty of candour regarding being open and honest about our failings and will seek the support needed to make sure this doesn't happen again. • Where a safeguarding is raised we make sure that it is followed through and any advice is acted on, where appropriate we will keep relevant persons informed of outcomes. • All staff must receive training on safeguarding as well as demonstrate an understanding of the local safeguarding arrangements. • DoLS referrals are made where it is believed a Deprivation of Liberty might be occurring. • Every effort is made to ensure safe staffing levels and skills mix on all shifts • A Staffing dependency tool has been developed and is consistently updated when changes occur. • The home has a safeguarding champion
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We believe that our residents have a right to live in accommodation that best supports their wellbeing and achievement of their personal outcomes. To ensure this we:</p> <ul style="list-style-type: none"> • Encourage people to bring in personal items from home such as furniture, pictures, ornaments, photographs. We believe this makes the person feel more at home and gives them a connection to things that are important to them. • Give opportunities for people to arrange their room to what suits them best i.e. for ease of movement and access. • Allow people to choose their own room as far as possible i.e. showing all available rooms. • Allowing people to move rooms when it no longer meets their personal needs i.e. when needing additional equipment such as hoists. • Take into consideration peoples personal interests and hobbies i.e. is the room spacious enough to receive guests • Keeping rooms clean, tidy and on an ongoing maintenance schedule for refurbishment, many rooms have had new carpets and this is still ongoing. • The communal areas are kept clean and tidy and there are areas that can be utilized for activities or receiving guests in relative privacy • All equipment that supports peoples well being is regularly serviced and maintained ie bath chairs and hoists. • Personal rooms and communal areas have good natural lighting. <p>An analysis of our quality monitoring forms that asked questions relating to The homes decoration and furnishings, facilities and amenities, accessibility of lounges, dining room and other areas and general tidiness of the building and grounds indicated that 43% of residents were very satisfied with 56% saying they were satisfied. Only 1% indicated they were not satisfied.</p> <p>Responses from recent satisfaction questionnaires around 'Premises' included:</p> <ul style="list-style-type: none"> <input type="checkbox"/> I love my room, I have been given every opportunity to personalize my room and bring in my own personal possessions, and it feels like home. My health has improved massively since coming to the Hermitage, I wish I'd done it sooner. <input type="checkbox"/> When I moved to the Hermitage I chose my own room, I'm still in it now and I love it, I will be there until the day I die. <input type="checkbox"/> I love my room, I have the best room in the home

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) 1

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

Training undertaken during the last financial year for this role type.

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 0

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fire Awareness
Stroke Awareness
MCA & DoLS
Fluid & Nutrition
Pressure sore prevention
COSHH
Death, Dying & Bereavement
Diabetes
Dementia Awareness

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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Health & Safety Stroke Awareness MCA & DoLS Fluids & Nutrition Pressure sore Prevention First Aid COSHH Death dying and Bereavement Diabetes Dementia Awareness
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	0
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?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9

Medicine management	3
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Health & Safety Stroke Awareness MCA & DoLS Fluids & Nutrition Pressure sore Prevention First Aid COSHH Death dying and Bereavement Diabetes Dementia Awareness
Contractual Arrangements	
No. of permanent staff	9
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)	6
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.	07:30 - 19:30 1 senior staff on each shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
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	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Health & Safety Stroke Awareness MCA & DoLS Fluids & Nutrition Pressure sore Prevention First Aid COSHH Death dying and Bereavement Diabetes Dementia Awareness

Contractual Arrangements

No. of permanent staff	9
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)	6
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.	07:30 - 19:30 - 4 staff
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2

Domestic 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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
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.	Health & Safety COSHH

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

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	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	2
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fluids & Nutrition Diabetes
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)	3
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	4
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 person - maintains the environment and grounds. Carries out Health & Safety checks including the fire and water systems
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	0
Infection, prevention & control	1
Manual Handling	1
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.	COSHH

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	1
No. of staff working toward required/recommended qualification	0