

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:	Homestyle Care Limited	
The provider was registered on:	01/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The White House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/03/2019
	Responsible Individual(s)	
	Manager(s)	Anastasia Burridge
	Maximum number of places	7
	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	staff training matrix and impact assessment completed Learning and development team will source training either face to face or online staff will be booked to attend and will receive regular refreshers
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Identify hours required advertise position, arrange interview, if successful undertake all relevant checks ie DBS, references. We have support from the on boarding team with this process Regular supervision/ appraisal/ company benefits and rewards/ Epic achievers/ pay scale revised/ promotional opportunities

Service Profile

Service Details

Name of Service	The White House
Telephone Number	01656647616
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	welsh words

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	2440
The maximum weekly fee payable during the last financial year?	4120.22

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>SOP, SURVEYS, QUESTIONAIRES, REVIEWS, EVALUATIONS, PEOPLE WE SUPPORT MEETINGS, FEEDBACK FROM FAMILIES/ CARE TEAMS/ADVOCACY RI visits People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to them, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.</p>

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home is surrounded by a large, enclosed garden front and back
Provide details of any other facilities to which the residents have access	sensory room, laundry room, dining room, vehicles

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
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.

Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activates they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf or the resident can speak to the manager themselves Individuals are supported and involved in their care and treatment reviews with care teams/home manager where goals are discussed and what they would like to achieve/work towards their independence and future.

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.

Each of the residents are supported to look after their health, physically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in themSome of the current individuals at the service request that staff support them to organise health care appointments, attend reviews and meeting's with care teams with support

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

The home has a open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns at anytime. Posters and easy read material on notice boards. People we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relationship with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have.

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

All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved upon once these tasks are being completed regular. 3 monthly meeting are carried out.bedrooms are decorated to individual style and choice. Individuals have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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)	21
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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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	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?	No
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	19
No. of posts vacant	3
<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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	19
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<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)	2
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.

7am-7pm
8am-8pm
9am-9pm
min 7 staff on these shifts
7pm-7am x 3 staff

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

10

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No