

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:	JA Care Ltd	
The provider was registered on:	06/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Westhaven Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	06/07/2018
	Responsible Individual(s)	Sudhaharan Jayaratnam
	Manager(s)	Heather Evans
	Maximum number of places	19
	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>Training over the past year has been limited due to several factors:-</p> <ul style="list-style-type: none"> - Training providers have only just restarted face to face training in the past few months - difficulties in recruiting additional staff to fill in for staff when they do attend trainings - not all staff have internet/computer access at home, therefore not able to do "online" training at home - days off need to be considered as rest days to prevent staff burn out
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Difficulty, not just for our care home but all health providers (private and NHS) in Wales and UK. Have advertised on Gov.uk find a job website, We Care Wales website and attended a job fair. At beginning of January 2023, applied for a sponsorship licence to be able to employ workers from abroad to fill vacancies and have successfully recruited 2 new staff, who are due to start in June 2023.</p>

Service Profile

Service Details

Name of Service	Westhaven Nursing Home
Telephone Number	01492540201
What is/are the main language(s) through which your service is provided?	English Medium
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?	28
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Fees Charged

The minimum weekly fee payable during the last financial year?	998.74
The maximum weekly fee payable during the last financial year?	1130

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual quality questionnaire for relatives and friends to complete. Nurses and manager always available for relatives to discuss care with. RI available when visiting the care home for relatives to discuss matters with.

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	5
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	Small enclosed patio area, with benches and table for sitting at. Bench at front of care home
Provide details of any other facilities to which the residents have access	TV points available in all bedrooms. Live musical entertainment once a fortnight

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.

Here at Westhaven, we are committed to the highest levels of quality throughout the home and for the services we provide, all of which are in line with the Company's commitment to providing the highest levels of quality and service provision.

1. Manager and Deputy Manager always available to listen and action and concerns from the residents and relatives.
2. Residents can have a choice in their care, food and other activities. The qualified Nursing staff and carers are available at all times for residents.
3. The responsible Individual makes regular visit to the home to ensure the residents and relatives can raise any concern that they have regarding the home or the staff.
4. Monitoring and other Social Services Officers are available for the residents and relatives to raise any concerns or feedback on the services.

We aim to send out a quality assurance questionnaire to families during December of each year, however relatives know that they can approach either the staff, manager or owner at any time if they have a concern, regarding their loved one

In 2022 we sent out 10 questionnaires and everyone was returned to us (100% return).

From the responses received it would appear that all relatives were happy with the admission process and that all the relatives are familiar with the individual plans of care for their loved one.

All respondents stated that they have the opportunity to discuss plans of care with staff at the home, but that they are not always aware of changes made to treatments or changes in the general condition of their loved one.

All respondents were happy with the visiting arrangements and that they were all made to feel welcome when they arrived at the Home.

Many respondents stated that their family members were not able to take part in large, organised activities, but that they enjoyed the musical days and sensory stimulation provided by the activity person.

<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>To ensure that all staff are providing high quality care, standards of work are available to ensure that staff know what is expected of them during their time at work. Failure of a staff member to comply with these standards of work will be discussed with both the home manager and the company's management team and additional training or development arranged to rectify the problem with the member of staff concerned. Where appropriate, disciplinary action may follow if the member of staff continues to fail to provide the highest quality of care towards the service users. Training and support is also available from the company to ensure that each resident receives appropriate levels of care in accordance with published regulations and standards. All our qualified staff are registered with the NMC and follow the standards and guidance that is a legal requirement of their registration. All our Health Care Assistants are registered with Social Care Wales, who also have standards of work that the staff must adhere to. Registrations for both NMC and Social Care Wales are checked regularly by the home manager.</p> <p>All resident records are kept as required according to statutory requirements. Care plans are agreed with each resident and/or their representative and all are kept securely in the clinical room. Records are also kept for all financial transactions concerning residents, and these are checked by appropriate personnel on a regular basis.</p> <p>We endeavour to ensure that all food served to residents within the home is nutritious and appetising. Menus are monitored to ensure that there is choices available for each meal and residents are always asked what they would like to eat for each meal. Catering for special diets is also monitored, with checks in place to ensure that textured meals are served in a way as to appear as appetising and as attractive as possible. Questionnaires are given to residents and their representatives on a regular basis to ensure that these standards continue to be met.</p> <p>The Home will observe and comply with all statutory regulations regarding the preparation of food and the cleanliness and hygiene of the kitchen environment. The home manager frequently inspects records kept by kitchen staff to ensure that all the correct records are maintained.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff within the home are recruited, inducted and trained in accordance with the Company's Human Resources Policy and the relevant Regulations relating to staff working in social care. Each member of staff has an enhanced CRB, which is reapplied for on a three-year basis, and the company checks information on appropriate qualifications and registration.</p> <p>Formal supervision takes place approximately every three months, and each member of staff has an annual personal development review. Staff are expected to work according to laid down standards, and breaches of discipline or poor work will be dealt with according to the company's disciplinary policy and procedure, which all staff are aware of.</p> <p>The development of staff will be carried out in accordance with the Company's Human Resources Policy and Training Strategy, and to assist in this matter face to face staff meetings have recommenced and the home holds these on a regular basis. Face to face meetings had to be suspended due to covid-19 restrictions so we were unable to host a full staff meeting until towards the end of 2022. After each staff meeting a copy of notes made at the meeting are available for staff to read and sign, thus enabling staff who were not at the meeting to catch up with developments and innovations within the home. During restrictions information was passed on to staff at handover times, but there were no formal notes for these short briefings. The frequency of face-to-face staff meetings is documented in the staff employment handbook, a copy of which has been given to each member of staff and a copy of which is available within the Home for staff to consult, if needed.</p> <p>The Home makes every effort to comply with all health and safety legislation and recommendations. Statutory training is carried out as required and safety checks are carried out as required on machinery and equipment. All staff are aware of the Health and Safety policy and work on a day-to-day basis according to this policy. The home has regular health and safety audits which are conducted by an external company and complies with all recommendations that are made.</p> <p>We monitor all falls and audit these on a monthly basis to see if any trends are occurring.</p>

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

Here at Westhaven, we strive to maintain a quality environment for the comfort of all our residents and staff. Staff are all aware that if anything that may affect the health and safety of the resident, a visitor or another member of staff that this should be reported immediately to the nurse in charge and appropriate action taken.

Things that may be reported are: -

Stains on carpets

Torn bed linen.

Peeling paintwork

Electrical sockets that are loose or cracked

Loose legs or feet on beds or divans

Chairs with wobbly legs

Loosely fitted carpets.

Water taps that do not turn off correctly.

General untidiness

This list is not exhaustive but contains examples of the things that staff look out for to help improve the quality of day to day living for the residents here at Westhaven.

Each year the maintenance person, the home manager and the responsible individual arrange a meeting towards the start of the year, to plan any major maintenance work that may need doing over the next twelve months.

The Registered Provider and the Manager meet regularly to discuss any accommodation issues and ensure highest living standards provided to the residents at all times.

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)	22.90
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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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ANTT (aseptic non-touch technique); SCiP (swallow assessments); syringe driver training; falls prevention training; bereavement support

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
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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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
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.	Syringe driver training

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
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Nursing care 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	17
No. of posts vacant	2
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	17
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)	8
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Daytime 8am - 2pm 5 staff; daytime 2pm - 8pm 4 staff; night time 8pm - 8am 2 staff
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	3
Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	2
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	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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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.	Day time 8am-2pm - 1 nurse; 2pm - 8 pm - 1 nurse; 8pm - 8am - 1 nurse
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?	No
Domestic staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	3
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	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	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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	2
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 - to co-ordinate and carry out repairs, general maintenance, decorating, health and safety checks to ensure residents and staff are safe in a well maintained environment
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	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	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)	0
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	0
No. of staff working toward required/recommended qualification	0