

# 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:	Lakeside Homes Limited	
The provider was registered on:	05/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lakeside House Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	05/06/2018
	Responsible Individual(s)	Philip Cliffe
	Manager(s)	Helen Simmonds
	Maximum number of places	69
	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	We have employed two Training officers ( qualified nurses) to identify needs of staff and put in place training appropriate to them individually. They have registered those required with Social Care Wales and have started them on SCWS Induction Programme. we have put in process of 3 whole days induction training internally before commencement of work for all new staff. We also employ external agencies for training eg Fire, Food hygiene, training days for qualified nurses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment; We needed to recruit because of our 18 bed extension, and because we have lost some excellent carers to the NHS. we cannot compete with their wages etc. . We recruited care assistants and domestics locally. We brought in qualified nurses from India to work for us as Senior Carers. retention: most of our staff have been with us a long time. we have a weekly £50 Tesco voucher drawer, and frequent pizza, doughnuts, pastries deliveries for staff.

## Service Profile

### Service Details

Name of Service	Lakeside House Nursing Home
Telephone Number	02920628625
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?	101
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### Fees Charged

The minimum weekly fee payable during the last financial year?	820.47
The maximum weekly fee payable during the last financial year?	1786.51

### 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?	satisfaction questionnaire (care). Food questionnaire. Regulation 73. Staff meetings - feedback

### Service Environment

How many bedrooms at the service are single rooms?	64
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	44
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	A courtyard garden with seating areas, parasols, planting tables, water feature, etc. .Two terraces on 1st and 2nd floors.
Provide details of any other facilities to which the residents have access	Hairdressing salon. Sensory room.

### 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	We use pictures for those with speech or hearing problems. We use iPads and tablets.

### 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.

<p>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.</p>	<p>All residents, when capacity allows. and when not, their family members, are encouraged to contribute to their care plans on admission. in reality this is often difficult due to incapacity of residents, and the reluctance of family members to attend. we are in the process of looking at easier ways for family members to be involved.</p> <p>we have a full programme of activities, and all residents are encouraged to participate when possible; the choice is theirs. When residents are bed - or room- bound one-to-one sessions in their rooms help them, such as music from their personal spotify playlist, conversation about their interest, past life, etc, interactive games or research on the internet on a portable large screen tablet, etc . Visits are now encouraged. Residents and families are very well listened to as far as requests, preferences and minor complaints are concerned. We have annual Care Satisfaction and Food Questionnaires.</p> <p>Residents have complete choice as to who cares for them (male or female), what time they go to bed and get up, what they want to eat and where they want to eat - one of the dining areas or their room, , what they want to do, etc and often personal interests are catered for eg visit to art gallery, etc</p> <p>Areas we want to improve;</p> <ol style="list-style-type: none"> <li>1. the resumption of Resident Committee meetings to air views and discuss future developments, activities etc</li> <li>2. Following our recent inspection:             <ol style="list-style-type: none"> <li>a) The inclusion of residents and/or family members in Care Plan reviews</li> <li>b) Personal care plans to be fully reflective of people's needs and updated when there are changes.</li> <li>c) to update the medication policy in accordance with current guidance and to improve the management of medication records</li> <li>d) to effectively manage health and safety hazards that could pose a risk to people</li> <li>e) to regularly audit information to assess the quality of care and to action any patterns or trends accordingly</li> <li>f) staff to receive the opportunity to receive regular supervision and training for the role they perform.</li> </ol> </li> </ol> <p>We are addressing these issues.</p> <p>There have been no serious complaints to deal with. We have had no issues with safeguarding. There are no patterns or trends with falls; they have occurred but we have sensor mats and hi-lo beds in place, but no trends. \none for medication nor call bells either.</p>
<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>The residents are happy living at Lakeside. The staff treat them with dignity and respect. They know all the residents and have developed good relationships with them. They have the choice of when to go to bed and when to get up. They have the choice of spending time in the communal areas or in their rooms. They have a choice of food at mealtimes. They have the choice to participate in activities or not. there is a full programme of activities planned and varied to meet residents' personal preferences, interests and abilities. and the activity team are always looking for new ways to stimulate and involve the residents. The health of the residents is well monitored and they are referred to health professionals in a timely and appropriate way. Feedback from residents, their families and health professionals continues to be very positive and complementary. Our custom-built computer system is continually tweaked and improved, and is a very good tool for managing the care in the home.</p> <p>What areas do we need to improve upon? Those itemised in the last inspection report, listed above.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home continues to be free from abuse and neglect. There is no racial discrimination in the home.</p>

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

"People are happy living in a well-maintained environment which promotes their well-being. People told us that they like living in the home and are comfortable." - Inspection Report of 15/03/2023  
 the 18 bed new extension is now operational and provides 16 square meter rooms, all with shower wet-room en suites, 2 new lounges and dining areas, two assisted bathrooms. All maintenance contracts are in place, and a maintenance team constantly ensures that the home is in good condition.

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) 57

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	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	1
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership. Flu 2. Catheterisation. Fire safety
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nutrition

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	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	00
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 3
Contractual Arrangements	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	33
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	24
Health & Safety	27
Equality, Diversity & Human Rights	0
Infection, prevention & control	18
Manual Handling	28
Safeguarding	12
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 27, First Aid 16, COSHH 17, Privacy & Dignity 9, health & Well-being 10, Personal Care 9,
Contractual Arrangements	
No. of permanent staff	36
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	4
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)	19
No. of part-time staff (17-34 hours per week)	16
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.	morning 8-2 13 staff afternoon 2-8 9 staff night 8-8 4 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	16
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	2
Dementia	10
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 9, First Aid 8, COSHH 8, DOLS 5, Privacy & Dignity 8
Contractual Arrangements	
No. of permanent staff	10



No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Morning 8-2 3 staff Afternoon 2-8 2staff night 8-8 2 staff
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	5
Safeguarding	7
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 6, Coshh 4,
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	morning 8-2 3 staff afternoon 2-8 3 staff night 8-8 0 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	6
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

Does your service structure include roles of this type?	No
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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	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	5
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	5
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 5, COSHH 2

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)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
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	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety 3, COSHH 1
Contractual Arrangements	
No. of permanent staff	6
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)	5
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	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.	Activities team. to co-ordinate and manage activities for residents. 3 maintenance 2
Filled and vacant posts	
No. of staff in post	5
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	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.	Fire safety3
Contractual Arrangements	
No. of permanent staff	5
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)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0