

# 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:	Magnolia House Residential Home Limited	
The provider was registered on:	31/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Magnolia House Residential Home LTD	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/05/2019
	Responsible Individual(s)	
	Manager(s)	amanda smith
	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	All training is managed via a computerised system set up by Citaton and managed by the Registered Home Manager - A training matrix is in place that identifies when all training is due for all staff. The majority of training is completed via E Learning through Citaton. We also have in house training provided by the Registered Manager and Deputy Manager. Citation has a flagging up system that also identifies when training is due for renewal the system then emails the staff member.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We currently have low turn over of staff and have only had to recruit to cover maternity leave and 1 x long term sickness. We recruit via Indeed they have a robust system in place that assists us with good effective recruitment of staff. We also signed up to a recruitment agency based in Colwyn Bay that cover the Wrexham area, they are able to provide Care staff at short notice covering a 24 hour period. They are fully DBSs checked and hold the relevant qualifications required.

## Service Profile

### Service Details

Name of Service	Magnolia House Residential Home LTD
Telephone Number	01978824445
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

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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### Fees Charged

The minimum weekly fee payable during the last financial year?	608.72
The maximum weekly fee payable during the last financial year?	716.71

### 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/Professionals/Family questionnaires.

### Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Magnolia House has a patio area with a seating area for the residents.
Provide details of any other facilities to which the residents have access	Magnolia House has a relaxation area situated in the conservatory and a library situated in the hall way. Magnolia House also has an extensive activities time table and a RITA.

### 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.	80 % of residents asked scored 4 - excellent 20% of residents asked scored 3 - good
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.	90% of residents asked scored 4 - excellent 10% of residents scored 3 - Good
The extent to which people feel safe and protected from abuse and neglect.	100% of residents asked scored 4 - excellent
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	100% of residents asked scored 4 - excellent

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)	23
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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	23
	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	23
	Health & Safety	23

Equality, Diversity & Human Rights	23
Infection, prevention & control	23
Manual Handling	23
Safeguarding	23
Medicine management	23
Dementia	23
Positive Behaviour Management	0
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes training - Hypoglycaemia - Hyperglycaemia a management/ Disease process/medication
<b>Contractual Arrangements</b>	
No. of permanent staff	23
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)	2
No. of part-time staff (17-34 hours per week)	21
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
<b>Deputy service manager</b>	
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	1
Infection, prevention & control	1
Manual Handling	1

Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes chronic disease management
<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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	

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