

# 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:	Mayflower Care Limited	
The provider was registered on:	30/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Mayflower Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/08/2018
	Responsible Individual(s)	Nick Fennell
	Manager(s)	Estelle Noble
	Maximum number of places	43
	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 use a training matrix which aligns to todays date that tells us if training modules are in date. A colour scale shows us if the training is in date or not (Red, Amber and Green). We also have a calculator for each module that shows the completion of that module, each staff members completion in percentage and an overall percentage. We use Social Care TV for our online training and we also provide in person training for certain modules and we now have training the trainer for certain training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We invest heavily into staff recruitment and retention, we use multiple job boards to attract staff to the business and the manager is very proactive in recruitment. We have also utilised live in agency care staff and we are now processing a sponsorship licence so that we can employ foreign staff to help with the staffing crisis in the UK.

## Service Profile

### Service Details

Name of Service	Mayflower Care Home
Telephone Number	01792863845
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	53
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### Fees Charged

The minimum weekly fee payable during the last financial year?	718.20
The maximum weekly fee payable during the last financial year?	960

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The manager is very proactive and has a good level of communication with the people using the service. She is in constant contact with them and asks for their feedback on the service and she updates them with the operation of the service.</p> <p>The RI visits regularly and he too speaks to the people using the service about the operation of Mayflower and any changes or improvements being made. He also gains their feedback as well.</p> <p>Residents have been asked if they would like to form a committee to discuss the operation of the Home but the residents decided against this stating that they feel able to communicate with the Manager well and if they had any questions, they are able to speak to her.</p> <p>We are also very proactive on social media and our Facebook page has a strong following and the manager uses this regularly to communicate any changes or updates about the business.</p>

### Service Environment

How many bedrooms at the service are single rooms?	41
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	42
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>We recurrently undergoing a major refurbishment of the garden area and the residents are very excited about this. There is also a large patio area for the residents to use and high quality patio furniture for them to benefit from. There is also an outside area to the rear of the property and currently staff are asking residents if they would like to go for walks outside the front area of the building where a staff member will accompany them as the main garden area is currently out of use.</p>
Provide details of any other facilities to which the residents have access	<p>Residents have a good amount of facilities available to them at Mayflower, including a cinema room and pub, both of which benefit from Sky TV (commercial licence). There is also a cafe where residents can have drinks and snacks all day. We also have a salon where a hairdresser visits regularly and we also provide Podiatry Services. We also have a minibus and can arrange outings for our residents.</p>

### 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.

We believe that our resident's voices are heard as we are in constant contact with them about their care and support. After our most recent monitoring report it was advised that we could look into the possibility of a residents committee and hold regular meetings. The manager spoke to the residents and some families about this and the residents did not want to pursue this at the time. They stated that they felt they could always speak to the manager about anything and if there was any recommendations or changes that they would like then they could speak to the manager and she would action this. They said they always felt listened to. Some residents said they wouldn't feel comfortable voicing such matters in front of others and they would prefer the privacy of the managers office.

We have recently installed two suggestion boxes now as well after advice from the monitoring visit from the council and we have placed one in the main reception and one in the Home itself for the residents, we will continue to monitor this.

The Responsible Individual visits the Home frequently and he speaks to the people using the service and the feedback is always positive and people feel they have a real input into the running of the Home and that it feels like Home. One major area of refurbishment is the garden area and although this has taken longer than expected to complete it is very near completion now and the residents had a real input into this. They wanted raised planters to make gardening easier for them and they wanted different areas in the garden to make it interesting. They also stated they wanted wildlife in the garden and more bird feeders to attract more birds to the garden. Some residents also asked for a pond area, which is being installed.

Some of our residents also asked for more entertainers to visit the Home as well and to have a wider variety of entertainment to appeal to more people. After listening to the residents we have had such entertainment as: bag pipes, classical musician, rock n roll music, a fete day and others. This has been well received by the residents. There is obviously cost implications with this but rather than charging the residents for this, we felt that it was very much worth it to see how much joy it brings to the residents.

<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>As stated above, the residents asked for more entertainers to visit the Home and this has been done which has led to a positive outcome for their wellbeing. We now also have a full time activities coordinator and the residents love this. We have also arranged a variety of trips using the Homes minibus and again this always goes down well with the people using the service.</p> <p>We have invested heavily into the garden area as the residents asked for this but it is also a great area for the residents to walk around and we felt this would be very positive for their health and wellbeing. We have tried to take as much care as possible to remove potential trip hazards and have built raised beds, and benches for the residents to use along with other outdoor furniture. The garden has been designed to encourage them to want to walk around the different features. We have used artificial turf in places with cushioned underlay underneath as well to make walking on this more pleasurable for the residents. We feel these small touches will go a long way to improving the wellbeing of the people using the service.</p> <p>The cinema room, pub and cafe continue to prove to be popular with the residents and they like the fact they are able to watch live sporting events, or films of their choice due to the Sky TV packages we have in these areas.</p> <p>We have recently undergone oral hygiene training at the Home now and we are working towards having our own oral hygiene champions to continue the training the staff have received.</p> <p>We did have a very small number of residents whose needs escalated to a point where we felt they needed Nursing Care or Mental Health care and this was done in a positive manner with the professionals that support the Home and the outcome was good for all concerned including those residents themselves and the other residents at the Home. It is never easy to take such action but it can be paramount when trying to maintain the ongoing health, development and overall wellbeing of our residents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Because of the daily close communication with the residents, families, visiting professionals and friends who use Mayflower care home, people have stated that they feel assured and safe from abuse at Mayflower. Many residents have stated that they feel safe at the Home and they like the fact that there is always someone about and they do not get lonely. They stated that they no longer feel depressed or as anxious as when they lived alone.</p> <p>We had a married couple come into the Home and the first week the wife was asking to go back home as her care needs were not as severe as her husband's but she wanted to stay with him at the Home to see how it went. After the first week the female resident started to feel much more settled at the home and she stated that she felt safe at the home. A few weeks after this, the tough decision was made to move her husband to a more specialist dementia unit as his behaviour escalated significantly but the lady stated that she wanted to remain at Mayflower because she was happy and safe there. She is still a resident at the Home and continues to be happy here.</p> <p>New fencing has been added to the Home in order to make residents feel safe and protected. Residents also stated that they do not like how dark the garden was before and didn't like the feeling of a black space outside the windows. We have invested heavily in a new LED lighting system that is colour changing and will create a lovely ambience in the garden area. More importantly, residents are able to see this area now in the dark and this makes them feel safer.</p>

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

Several residents and families have stated that after taking the daunting decision of coming into a Care Home that they are very happy that made this positive decision. Many residents have stated that they feel safe at the Home and they no longer feel lonely or scared. Living at Mayflower has supported their wellbeing and they feel much happier now. Many relatives have stated that they have more peace of mind now as well that their loved one is living at Mayflower.

We continue to invest heavily into the standard of accommodation on offer and more bedrooms have been decorated to a high standard with new fit for purpose bedroom furniture and high quality decor.

We received one complaint this year regarding the fact that one resident only had one wardrobe and that she needed more hanging space as she didn't like to clear out any of her old clothing. As a result we purchased a new wardrobe and put this in her room.

We feel that the accommodation at Mayflower does support the wellbeing of the people using it and it helps them to achieve their personal outcomes. A small number of residents have had to move to a more suitable placement but again this was done to help them achieve this and the other residents.

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)	27
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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
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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
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No. of posts vacant	0
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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
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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	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)	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	1
Deputy service manager	
Does your service structure include roles of this type?	No
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	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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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 social care worker	1
No. of staff working towards the required/recommended qualification	0
<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?	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	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
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)	4
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.	8am to 8pm, 3 on 3 off, a senior on days and a senior on nights
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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	2
No. of staff working towards the required/recommended qualification	2

Other social care workers providing direct care

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	10
No. of posts vacant	4
<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	13
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	0
Dementia	17
Positive Behaviour Management	17
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	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<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.	8am to 8pm, 3 on 3 off. We would have 5 care staff on days for the number of residents at 31st March and then 3 care staff on nights. This can be made up of full time staff or part time staff. Part time staff would typically work 8am to 2pm or 2pm to 8pm.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	3
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>	

Filled and vacant posts	
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	2
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
Catering 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>	
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	2
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
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)	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 - looks after the maintenance issues at the Home.

#### 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	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	0
No. of staff working toward required/recommended qualification	0