

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:	Milkwood Care Ltd	
The provider was registered on:	20/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Mountains	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Janet Lloyd-Leech
	Manager(s)	
	Maximum number of places	56
	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 is planned via our training provider and on-line training. We use a mix of both which works very well. Training is planned in advance including mandatory training and further subjects such as challenging behaviour.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last year we have recruited nursing and care staff from overseas as recruiting local staff has become increasingly difficult.

Service Profile

Service Details

Name of Service	The Mountains
Telephone Number	01874624242
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	81
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Fees Charged

The minimum weekly fee payable during the last financial year?	773
The maximum weekly fee payable during the last financial year?	1400

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletters social media meetings

Service Environment

How many bedrooms at the service are single rooms?	44
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	48
How many bathrooms have assisted bathing facilities?	6
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	Residents have access to two outdoor areas a fully enclosed and secure. Sensory garden has been developed and can be used by our residents for one to one care alongside our staff.
Provide details of any other facilities to which the residents have access	Our residents have access to several lounge areas and quiet spaces throughout the home. We have developed a new cafe space for all to enjoy.

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	Yes
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.

<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>A personalised care plan is implemented on admission and developed further as the staff get to know the residents. Information is gained from care managers, families and friends for those who cannot communicate effectively, regarding social, spiritual and physical care needs. Due to the nature of their illness the majority of our residents lack capacity to make complex choices about care and support, however we work with them and their loved ones to ensure that any decisions are made in their best interest and consider any previous wishes, thoughts and beliefs.</p> <p>We encourage and support all residents to make simple daily living choices and endeavour to adhere or adapt those choices to ensure they feel they are still in control of their day to day living.</p> <p>A named nurse and keyworker system is in place to forge a more personal connection with residents and their families giving the staff a deeper understanding of the residents background, likes, dislikes that we can take forward into their life at the Mountains.</p> <p>Boredom and lack of stimulation is the prime cause of challenging behaviours, therefore activity staff have developed a programme of activities around the specific needs of individuals and have tailored engagement around their hobbies and interests.</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>All residents are registered with our local GP surgery where we have a named GP who regularly reviews the medications care and medical needs of the individual through weekly communication with nursing staff at the home.</p> <p>There are qualified nurses on duty 24 hours per day and we are fortunate enough to receive great support from members of the multidisciplinary team throughout Powys and the neighbouring authorities including dietetic, tissue viability OT and Physiotherapy. The home also benefits from the regular visits of an experienced podiatrist an optician and we also have access to the NHS dentist based at the local hospital.</p> <p>There are a team of activity staff who endeavour to maintain the social wellbeing of the residents through a programme of visits, outings, in house entertainment and activities bespoke to each resident.</p> <p>The catering department in conjunction with the manager have developed a seasonal menu that incorporates nutritional traditional meals with a more multicultural menu. This will be revised during different seasons. On specific advice from the SALT team the cook provides a variety of altered texture meals and vegetarian and specialist diets are prepared on request along with fortification of foods for those requiring the extra calories due to ill health or weight loss.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a robust set of policies and regular bespoke training that covers record keeping and reporting, whistleblowing, individual risk assessments for each resident, which includes positive risk taking and disciplinary procedures.</p> <p>Incidents/accidents reported to management are reviewed daily and if necessary are passed to safeguarding.</p> <p>Potential staff follow a robust recruitment procedure along with DBS and reference requirements. All new staff undergo both on line and in house training programme designed to cover all elements of safety and are subject to a six month probationary period in which all training must be completed.</p> <p>welfare monitoring of residents takes place via various charts and documents, these include but are not limited to skin bundle, food and fluid charts, enhanced observation records and behaviour charts. There are motion detectors and sensor mats in all bedrooms where there are mobile residents which is linked to the nurse call system to alert staff when the resident leaves their bed.</p> <p>The Mountains operate CCTV cameras in communal areas to monitor and review resident safety. All appropriate signage is in place and staff are asked to agree to this on employment. The CCTV has been invaluable thus far in aiding investigations into unwitnessed or disputed incidents.</p>

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

On admission families are encouraged to bring small items of furniture photographs and ornaments from home to make the environment more familiar for those living with dementia.
 An extensive redecoration programme has been commenced to include replacing carpets, updating en-suite bathrooms to wet rooms as well as giving residents a choice of colours for their rooms.
 There are three communal dining areas within the home giving residents the choice to eat in company or alone, and risk allowing can also choose to eat in their own room. We have a Cafe bar where residents can enjoy a beer or a coffee with visitors. There are two communal outside areas - one enclosed to enable those who walk round to wonder safely through the garden and a sensory garden across the car park that can be accessed by residents when accompanied by family or staff.

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)	63
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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	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.	
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
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.	
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
Nursing care staff	
Does your service structure include roles of this type?	No
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	3
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10

Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	8
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.	8am to 8pm and 8am - 8pm 2 during the day and 1 during the night.
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7

Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
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)	5
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.	Seniors work 8-8 and 1 sometimes 2 per shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4
Other 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	38
No. of posts vacant	2
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	38
Health & Safety	38
Equality, Diversity & Human Rights	36
Infection, prevention & control	38
Manual Handling	38
Safeguarding	38
Medicine management	0

Dementia	38
Positive Behaviour Management	30
Food Hygiene	34
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	38
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	29
No. of part-time staff (17-34 hours per week)	9
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.	All staff work 8-8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	25
Domestic 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	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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10

Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	9
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
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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	5
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	3
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.	ttttttt
Filled and vacant posts	
No. of staff in post	2
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	2
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	0
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0