

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:	Old Vicarage Limited (THE)	
The provider was registered on:	08/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Old Vicarage Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/10/2018
	Responsible Individual(s)	Anita Williams
	Manager(s)	Anita Williams
	Maximum number of places	42
	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	The Old Vicarage Nursing Home used a strategy for staff training that included supervision for identifying needs, Red Crier's eLearning platform for flexible course delivery, and a training matrix for tracking progress. Supervisors assessed staff skills, eLearning offered 16 tailored courses, and the matrix helped manage schedules, showing when courses were due for renewal. Feedback guided course improvements, ensuring staff had necessary skills for top-quality service.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>To retain staff, the Old Vicarage offers competitive wages, opportunities for further learning, training, and career advancement.</p> <p>The home is looking to hold regular acknowledgment and rewards for hard work and dedication which can also improve morale and retention.</p> <p>The home also offers flexible shifts which employees are happy with enabling a health work-life balance.</p>

Service Profile

Service Details

Name of Service	Old Vicarage Nursing Home
Telephone Number	+441639 632553
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?	58
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Fees Charged

The minimum weekly fee payable during the last financial year?	726.60
The maximum weekly fee payable during the last financial year?	726.60

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?	<p>One-on-One Interviews: Individual interviews with service users and their relatives were conducted to gather more in-depth feedback about their experiences, preferences, and suggestions for improving the care home service.</p> <p>The home also has suggestion boxes stationed around the building and these were checked every Friday to see if there were any suggestions within.</p>

Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	24
How many bathrooms have assisted bathing facilities?	6
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	<p>The Old Vicarage Nursing Home has generous grounds and residents have access to outdoor spaces where they can sit and enjoy entertainment, weather permitting.</p> <p>The Old Vicarage Nursing Home offers well-maintained gardens where residents can relax, walk, or enjoy the natural surroundings. The garden includes paved pathways, seating areas, and a variety of plants, flowers, and trees.</p> <p>There is a patio outside of Nightingale Ground Floor which is an open-air space for residents to sit and enjoy the outdoors; tables, chairs and umbrellas for shade.</p> <p>Care home provides benches, chairs, for use on the main lawn where residents can gather, socialise, or simply enjoy the fresh air.</p>
Provide details of any other facilities to which the residents have access	<p>The Old Vicarage Nursing Home has 2 Conservatories that residents have access to which offers a quiet and peaceful setting with views of the gardens, where they can sit and enjoy a cup of tea, coffee etc by themselves or with their relatives and friends.</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
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.

As a care home is crucial to prioritise the voices and choices of residents while providing them with the best care and support possible. To achieve this, we have taken several steps:

Direct Feedback: We have engaged in one-on-one conversations with residents and their relatives to understand their experiences and concerns. This personal approach allows us to gather direct feedback and address any issues promptly.

Redesigned Quality Assurance Questionnaires: To further enhance our understanding, we are in the process of redesigning our quality assurance questionnaires. These questionnaires will incorporate targeted questions aimed at assessing the extent to which residents feel heard, have choice in their care, and receive available opportunities.

Communication and Engagement: We value effective communication and aim to foster meaningful engagement between staff, residents, and their families. Our questionnaires will include inquiries about the quality and frequency of communication, ensuring that concerns and suggestions are valued and acted upon.

Care Planning and Decision-Making: The questionnaires will also focus on understanding the involvement of residents and their families in care planning and decision-making processes. We want to ensure that their preferences, needs, and choices are considered and respected.

Personalised Care: Tailoring care to individual needs and preferences is paramount. Our questionnaires will inquire about the level of personalization residents experience, empowering them to participate in decisions regarding their daily routines, activities, and meals.

Access to Information and Support: We recognise the importance of providing clear and comprehensive information to residents and their families. The questionnaires will evaluate whether they receive adequate support, information about policies and procedures, and access to advocacy services.

Socialisation and Participation: We aim to create an inclusive and vibrant community within our care home. The questionnaires will assess the availability of social activities, hobbies, and events, as well as mechanisms to encourage residents' participation in decision-making processes.

Feedback and Complaints: We are committed to establishing a transparent feedback and complaints process. Our questionnaires will gauge the ease and effectiveness of this process, ensuring that residents and their families feel comfortable expressing concerns.

<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 care and support of residents is our primary goal, to ensure their happiness and provide them with the necessary support to maintain their ongoing health, development, and overall wellbeing.</p> <p>Holistic Wellbeing: We prioritise the holistic wellbeing of individuals, considering their physical, mental, emotional, and social health. By creating a nurturing and safe environment, we aim to promote their overall happiness and wellbeing.</p> <p>Individualised Care: We understand and respect that each person is unique. To cater to individual needs, we create personalised care plans that consider personal interests, strengths, and preferences. This approach fosters a sense of empowerment and self-esteem among individuals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safety and protection of individuals from abuse and neglect is of paramount importance. Overseeing care and support, we prioritise creating an environment where people feel safe and secure. Here is our approach to ensuring the safety and protection of individuals:</p> <p>Safeguarding Policies: We have robust safeguarding policies and procedures in place to prevent and address abuse and neglect. These policies outline clear guidelines and protocols for staff members to follow, ensuring a safe and protective environment.</p> <p>Staff Training: We provide comprehensive training to our staff on recognising signs of abuse, understanding safeguarding procedures, and reporting incidents appropriately. This equips them with the knowledge and skills to identify and respond to any potential issues promptly.</p> <p>Vigilant Observation: Our staff members maintain vigilant observation of individuals under their care. They proactively monitor for any signs of abuse, neglect, or potential risks to ensure early detection and intervention.</p> <p>Open Communication: We encourage open and transparent communication channels within our setting. Individuals are encouraged to express any concerns or grievances they may have, and we take these seriously, investigating and addressing them promptly.</p> <p>Collaborative Approach: We work collaboratively with external agencies, such as local authorities and regulatory bodies, to ensure compliance with safeguarding requirements. This collaboration helps us maintain the highest standards of safety and protection for individuals.</p> <p>Risk Assessments: We conduct regular risk assessments within the home to identify any potential hazards or risks that may compromise the safety and protection of individuals. We take proactive measures to mitigate risks and create a secure environment.</p> <p>Confidential Reporting: We provide confidential reporting mechanisms to individuals and their families, allowing them to report any concerns or suspicions of abuse or neglect without fear of retribution. We ensure that all reports are handled confidentially and with the utmost sensitivity.</p> <p>Continuous Review and Improvement: We regularly review our safeguarding policies, procedures, and practices to stay up-to-date with the latest best practices. We seek feedback from individuals and their families, learn from any incidents, and make necessary improvements to enhance safety and protection.</p>

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

Ensuring that residents in our home live in an accommodation that best supports their wellbeing and enables them to achieve their personal outcomes is a fundamental aspect of our responsibility as care providers. Our approach is:

Individualised Assessment: We conduct comprehensive assessments to understand the unique needs, preferences, and personal outcomes of each resident. This assessment helps us determine the type of accommodation that will best support their wellbeing and facilitate the achievement of their desired outcomes.

Tailored Care Home Environment: Based on the assessment, we strive to provide a care home environment that is specifically tailored to meet the individual needs of each resident. This includes considerations such as accessibility, safety features, comfortable living spaces, and amenities that support their physical, emotional, and social wellbeing.

Person-Centred Care Planning: We involve residents, their families, and relevant stakeholders in the care planning process. This ensures that their preferences and aspirations are taken into account when arranging their accommodation within the care home. Person-centred care planning helps us align the living arrangements with their personal goals and outcomes.

Regular Reviews: We conduct regular reviews to assess the suitability and effectiveness of the accommodation in supporting the residents' wellbeing and the achievement of their personal outcomes. If necessary, we make adjustments or explore alternative options to ensure their ongoing satisfaction and success.

Supportive Care Home Environment: We create a supportive and caring environment within the care home setting. This includes fostering a sense of community, providing access to necessary support services, and promoting opportunities for social engagement, recreational activities, and personal development.

Wellbeing and Outcome Monitoring: We regularly monitor and evaluate the impact of the accommodation on the residents' overall wellbeing and their progress toward achieving their personal outcomes.

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)	58
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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	2
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	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	2
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)	2
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
Deputy service manager	
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	1
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Syringe Driver and PUPIS Training.
<p>Contractual Arrangements</p>	
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
<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)	0
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 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
<p>Other supervisory 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	3

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	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

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	35
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	10
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	6 completed Oral Hygiene

Contractual Arrangements

No. of permanent staff	35
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)	24
No. of part-time staff (17-34 hours per week)	9
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.	<p>Day Shift:</p> <p>8 to 9 Carers 8am to 8pm Sunday to Saturday</p> <p>Night Shift</p> <p>4 Carers 8pm to 8am Sunday to Saturday</p>
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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	27
No. of staff working towards the required/recommended qualification	8

Registered nurses

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
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	6
No. of part-time staff (17-34 hours per week)	3
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.	<p>Day Shift: 2 per shift 8am to 8pm Sunday to Saturday, however some shifts may have 3 on so that a nurse can update care plans.</p> <p>Night Shift: 1 Nurse 8pm to 8am Sunday to Saturday.</p>
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	4
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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
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	6
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	2
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	6
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

<p>List the role title(s) and a brief description of the role responsibilities.</p>	<p>Maintenance: the maintenance role plays a crucial part in ensuring the overall safety, functionality, and comfort of the facility. Here's an overview of the maintenance role in a care home:</p> <p>Facility Maintenance: The maintenance team is responsible for the upkeep and maintenance of the care home's physical infrastructure. This includes regular inspections, repairs, and maintenance of building systems such as plumbing, electrical, heating, ventilation, and air conditioning (HVAC), as well as the general maintenance of the facility's structure, fixtures, and equipment.</p> <p>Safety and Security: Maintaining a safe and secure environment is a top priority. The maintenance team ensures that safety protocols and regulations are followed, including the installation and maintenance of fire alarm systems, smoke detectors, emergency lighting.</p>
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>1</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>0</p>
<p>Health & Safety</p>	<p>1</p>
<p>Equality, Diversity & Human Rights</p>	<p>0</p>
<p>Infection, prevention & control</p>	<p>1</p>
<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>0</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification</p>	<p>1</p>

No. of staff working toward required/recommended qualification	0
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