

# 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:	Orme View Care Home Limited	
The provider was registered on:	20/05/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Orme View Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2020
	Responsible Individual(s)	Steffan Robbins
	Manager(s)	Marcus Wilkes
	Maximum number of places	14
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have utilised the learning platform e learning for you hosted by CPL learning. This allows us to provide e learning for staff based upon mandatory learning, as well as additional modules as required. This platform provides KPI around compliance of training. Additionally members of the team at Orme View Care Home are manual handling trainers allowing us to provide in house training. Orme View also uses external trainers such as Snowdonia fire to deliver topic specific practical training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Orme View has a low turnover of staffing levels, less than 5%. To support recruitment and retention we utilise an employee assistance programme to support staff in their role, which includes counselling if required. In addition to this Orme View offers both paid break while on duty, along with above minimum wage and real living wage hourly rates. We additionally utilise an accredited HR partner to support effective and safe personnel management.

## Service Profile

### Service Details

Name of Service	Orme View Care Home
Telephone Number	01492875993
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?	25
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### Fees Charged

The minimum weekly fee payable during the last financial year?	750
The maximum weekly fee payable during the last financial year?	757

### 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?	The registered manager at Orme View undertakes a weekly feedback Friday at the service, which allows the residents to be updated around any changes or upcoming activities at Orme View. This also allows residents to provide feedback around the food, activities and staff. Residents are involved with all changes at Orme View to ensure they feel empowered, with the management officer operating an open door policy for staff and residents. Additionally, posters are utilised to share any update events or activities at Orme View. A social media channel is also used to share any details of activities, events and changes at Orme View with service users and their families/friends.

### Service Environment

How many bedrooms at the service are single rooms?	12
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	13
How many bathrooms have assisted bathing facilities?	2
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	Residents have access to a paved back garden which has appropriate seating for the residents, this has access via a ramp which is suitable for wheelchairs and walking aids. Additionally, Orme View has a gated driveway which is closed off the road, again this has suitable furniture and access for residents via a ramp.
Provide details of any other facilities to which the residents have access	Nil

### 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

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 both RI and manager I engage daily with service users in the home and any requests, whatever they be are always heard and are always discussed with the service user or their representative. The service users are always informed on admission and also at regular intervals that they can always approach staff or management if they wish to discuss matters. To support this both the manager and deputy manager undertake aspects of care to engage with services users and staff. This ensures residents and staff are able to discuss issues informally. These matters can be from reviewing care plans with management monthly or a simple request such as a walk outside.

We can evidence this as always part of our care plan reviews, it is recorded whether they wish to be involved in any care plan review. If they require a specialist service we always ensure that we meet this and this can be evidenced by some service user's having their own chiropodist rather than out homes regular one. Additionally within the home we undertake feedback Friday as part of both my RI / Registered Manager role, this allows residents to give direct feedback on any activities, food, and any other element of the service provided. This is conducted on a weekly basis with 3 to 4 residents each time and collated to be analysed on a regular basis.

We always try and think of new ideas or activities for our guests and we use their requests or input as to how we can achieve this, and through the channels of the feedback Friday we have been able to end of the activities that residents weren't keen on and introduce new ones.

Recently we have recently ended our use of chair yoga due to residents not wanting to continue, but this gave us an opportunity to new activities such as pet therapy and a local choir. Following the introduction of the we spoke with a number of service users to see if this would be of interest moving forward. They agreed they enjoyed it and we have introduced them on a regular basis.

It is often impressed on service users and their families that if they have any concerns or anything they would like to discuss that they can request to see management at any time. It can be from the simplest request to anything of a more serious nature, we are here to make their life as comfortable and happy as possible. Additionally both the Manager and Deputy Manager on a daily basis engage with both the residents and family to provide feedback to the activities of the week.

<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 above, management of this service believe that service users have an integral role to play in part of their ongoing health, development and over all well-being.</p> <p>To ensure that this takes place, we involve service users as part of their care planning and all matters are discussed with them in detail to ensure that we as a service can make sure that they are happy and supported. Each month we will review care plan and risk assessments and involve service user's in this process if they so wish. Many make the choice not to be involved. If needs change between the review periods we will make the necessary care plan amendments. The monthly review goes beyond the requirement of the regulations. However, the increased frequency allows for more person centred approach to occur as the plans are updated more regularly.</p> <p>This is also important as we can discuss their desired outcome with them and ensure that this forms part of the overall care plan and that we can work towards achieving these outcomes.</p> <p>Service users are made fully aware that management welcome discussions with them at any time so that we can further assure that we are maintaining the above.</p> <p>Due to the fact that the RI/management is there daily any concerns are dealt with as a matter of priority. This can be any health concerns which we treat with the utmost importance or maybe emotional well-being, which again will be treated as a priority.</p> <p>We will engage with other health care professionals as and when required to ensure that our service user's get the highest quality of care and they can feel reassured that they are being well looked after.</p> <p>We engage with many other health professionals such as district nurses, speech and language therapists, podiatry. We ensure that where possible service user's have a choice of professional visit the home to attend to their needs to ensure that their health and development is at an optimum.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of my RI meetings with service users, I ensure that they feel safe and protected.</p> <p>I make them aware that if there are ever any concerns that they can come to me to discuss.</p> <p>As part of staff induction, I discuss whistleblowing and safeguarding and the various forms that it can take. I ensure that the staff feel that they are protected so that if they feel the need to whistle blow they can do safely. Staff also receive training in safeguarding and are assured of my support in any event of a safeguarding issue.</p> <p>Where there have been safeguarding issues, this has been reported to the local authority in the appropriate manner. This service is transparent throughout.</p> <p>Staff also feel supported and know that if there is an issue they can come to me and we can deal with the matter professionally and to ensure our service users are protected</p> <p>One incident in the last 12 months was a medication error. The member of staff concerned brought it to my immediate attention and we went through the correct processes to protect the service user and followed this up with further supervisions for the staff member.</p> <p>Overall, feedback from service users has been excellent and this is how we measure how we are doing. We need to continue with this support and further develop if at all possible.</p>

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

On the whole I feel that this accommodation meets the needs of the service users and supports their well-being and personal outcomes. We are currently in the process of reviewing the aesthetic of the Orme View to improve the look of the property.

All bedrooms have private ensuite toilets for privacy and ease and all bedrooms are personalised to suit each service user as they wish. Any adaptations that are requested are discussed and met with if possible. Additionally we have installed two showers in the ensuites to support enhanced resident experience.

The home décor is tired and requires updating, once this has been completed this is something that we will maintain for the future. We have now begun a period of redecoration, with a rolling programme to enhance resident experience. Service users are actively involved in the plans for redecoration, which has led to us using our dining room as a quiet room and the addition of a baby grand piano in the lounge.

We have also recently removed the 2 boilers servicing the heating system at the home. These have been replaced by 2 more modern ones that will be more energy efficient. Further to this we will be installing a Hive heating system to allow our residents to control the heating in their own room, to ensure they are comfortable at all times.

We have a rolling programme of decoration to ensure we keep the home to the highest standard.

We ensure that we make the necessary adaptations to the accommodation to help our service user's meet outcomes and therefore at present there are no improvements required.

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)	11.87
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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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Allergen awareness care.

#### 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
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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
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	0
Positive Behaviour Management	0
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

#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### Nursing care staff

Does your service structure include roles of this type?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

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	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	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	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	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>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.	Monday, Tuesday and Wednesday - 07:30 till 15:00.
<p>Staff Qualifications</p>	
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



Other social care workers providing direct care	
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	17
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH training, lone worker
<p>Contractual Arrangements</p>	
No. of permanent staff	16
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)	0
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	0
<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.	<p>Earlies 07:30-15:00  Lates 15:00-22:00  Nights 22:00 - 07:30</p>
<p>Staff Qualifications</p>	
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	4
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
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
<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
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>	
<p>Filled and vacant posts</p>	
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No