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:	Priory Project Ltd
The provider was registered on:	25/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Priory House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	25/04/2019
	Responsible Individual(s)	Kathleen Read
	Manager(s)	Rachel Hargreaves
	Maximum number of places	9
	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	During the last financial year we sourced training from our local college and other external training companies for our mandatory training courses. Other training was carried out via an online training platform. Staff training needs are discussed and reviewed at supervisions and appraisals. All training flyers that are sent to us via the Social Care Wales Workforce Development Programme are distributed to staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recruit our staff via indeed and we have an equal opportunities policy. Successful employment is on the basis of a satisfactory DBS check and two written references. We offer competitive rates of pay and we have signed up to the Employee Assistance Programme to look after the wellbeing of staff. Staff are engaged in the organisation and regular quality assurance and supervisions ensure that they have a voice.

Service Profile

Service Details

Name of Service	Priory House Care Home

Telephone Number	01646690119
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?	8

Fees Charged

The minimum weekly fee payable during the last financial year?	1208.80
The maximum weekly fee payable during the last financial year?	1635.38

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We continually review care plans and risk assessments with people. We can review changes that people wish to make based on informed choices. The home is very much people led and they all contribute to decisions about their lives. This includes their environment, staffing, activities, services, and resources. Annual quality assurance reviews are carried out and we can reflect on the results and make appropriate changes whenever necessary. These are easy read and accessible to all residents. All residents have a key worker who they work closely with. Monthly resident meetings have been implemented for people and staff to share information and to get people involved in expressing things that they would like to be carried out. This may be about their menu, activities, ideas for trips etc. We make provision for people and staff to discuss openly and confidentially any issues that they may have. This allows early intervention and reduces risk.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have a very large outside space that all residents have access to. We have outbuildings that include an activity room where people can play pool or darts. There is a wooded area with a large pond at the back of the garden. We also have a fishpond that is closer to the house where the residents feed the fish daily. There is a large patio area with ample, accessible seating. We have recently installed ramps at the 2 entrances to the garden to ensure that it is accessible and safe to everyone. There is a large vegetable patch and raised planters that are used by residents to plant vegetables.
Provide details of any other facilities to which the residents have access	Residents have access to the kitchen at all times. There is seating area in the kitchen where residents like to sit and chat to staff. We have a conservatory with Sky Tv where people can go and watch TV, listen to Alexa or play games. There is also a quiet room which has access to TV, music and an assortment of games and activities.

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	Yes
List 'Other' forms of non-verbal communication used	We use easy read documents wherever possible e.g. policies and procedures, menus, activity planners etc.

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.	During my visits I have observed evidence that the people living at Priory House are empowered to have a choice. In the Quality Assurance questionnaires that were sent out to residents in September 2022, the residents were asked 'Are you able to make choices at Priory House?' Of the 7 residents who filled in their questionnaires, 5 answered 'all of the time' and 2 answered 'most of the time.' Resident support plans and activity plans are person centred. The daily logs confirm that people are able to make choices about the activities they carry out and the support that they receive. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately skilled staff team who can effectively meet the needs of the people living at Priory House.
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.	People are supported to maintain their health and well-being. People are encouraged and supported with their personal hygiene, the frequency depending on how often the individual chooses. People are encouraged and supported to eat a balanced diet. This is achieved by offering healthy choices when people choose what they would like to eat. Weight is monitored regularly, and people are given informed choices regarding meals and snacks. Exercise is encouraged and equipment has been purchased to facilitate this. People that choose to do so are supported to 'Exercise Buddies' sessions throughout the week. All residents have annual health checks with their GP. Any medical issues or concerns that are brought to our attention are dealt with immediately. People are given the choice of seeing a private podiatrist on a regular basis. People are offered a range of activities throughout the week. People are encouraged as remain as independent as possible, and several residents go to work/voluntary services alone. In the latest quality assurance questionnaire, all 7 residents agreed that they can 'choose their own activities and trips' and 'choose how to spend their time.' People are encouraged to develop their skills and measures have been put in place to support this. People living at Priory House are supported to maintain a clean home environment. Quality assurance results relay that people feel happy and supported. People are encouraged to participate in activities of their choosing and sufficient staffing levels allow for them to have the support that they need.

The extent to which people feel safe and protected from abuse and neglect.	People were asked in the quality assurance questionnaire if they feel safe at Priory House. 6 answered 'All of the time' and 1 resident answered, 'Most of the time.' All staff undertake annual training in Safeguarding and Equality, Diversity and Inclusion. It is part of the Priory House induction process for all staff to read through the Safeguarding policy and procedures and the whistleblowing procedures. This ensures that all staff are knowledgeable on how to report a complaint or concern and also how to deal with any complaints or concerns that are brought to their attention by a resident. Our safeguarding policy and procedures are updated regularly. There is an easy read complaints policy and procedure for the people living at Priory House. There are appropriate staffing levels in place to keep people safe.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home provides a good standard of accommodation for the people living there. The interior is clean, well-furnished, and homely. Priory House has a varied choice of where people can spend time. There is: • a lounge with a television • a quiet room with access to music and a television • a dining room with access to games, books, musical instruments and arts and crafts materials. • A conservatory that has access to music and a television A large outside space where there is a patio area, a working vegetable and fruit garden, an orchard, and areas to walk. Ramps have been installed on external doors to ensure that people with decreased mobility can still access the outside areas. Handrails have also been installed throughout the home to ensure that people are safe when moving around the house. People can easily access the local community, either with staff support or independently. Bus stops and the train station are in walking distance which helps people maintain their independence. In the quality assurance results it is evident that people like how their home is decorated, and they feel that it is clean and tidy.

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

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	0

No. of posts vacant	1

> 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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
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	0
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

> 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	0
Health & Safety	1

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dignity in Care, Dysphagia, Epilepsy Awareness, L one Working, Mental Health, Professional Boundari es, RIDDOR, Wellbeing in the Workplace, Person C entred Care, Recording Information, Fire Safety

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

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

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?	Yes

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	1

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	4
Health & Safety	4
Equality, Diversity & Human Rights	7
Infection, prevention & control	5
Manual Handling	3
Safeguarding	7
Medicine management	7
Dementia	3
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Breakaway training, First Aid, Fire Safety, Defib, Dignity in Care, Dysphagia, Epilepsy Awareness, Lone Working, Person Centred Care, Wellbeing in the Workplace

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	1

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)	7
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.	Staff work on a fixed rota that includes 12 hour days, 12 hour nights and 24 hour sleep in shifts. When carrying out a sleep in shift staff will work from 9am-11pm, sleep until 7am and then work from 7am-9am. We have 1 sleep in shift on each day along with 1 day shift. On weekends and some weekdays we have an additional member of staff working 9am-3pm or 9am-5pm as an additional body to carry out 1:1 with residents.

Staff Qualifications

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	2

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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	

> 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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

> 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?	No

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 Manager General duties and responsibilities • Daily water temperature and boiler checks • Weekly Checks of the vehicles, fire extinguishers, fire doors and fire doors • Weekly outside water outlet flushing • Monthly checks of the emergency lighting and the defibrillator • Organising the servicing for boilers, PAT Testing, electrical report, emergency lights, defib, fire alarm service (bi-annually,) fire training, fire extinguisher service, TMV's, car servicing, MOT's and general vehicle repairs, pest control. • Liaising with other professionals to carry out any works or repairs that are needed e.g., plumber, electrician. • Maintaining the garden shrubbery and lawns • General maintenance and repairs of the house • Supporting the residents to learn new garden skills.

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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
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	0
No. of staff working toward required/recommended qualification	0