

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:	RCH(wales) Ltd	
The provider was registered on:	23/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Belmont Court	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	23/07/2019
	Responsible Individual(s)	Robert Hunt
	Manager(s)	Gavin Strong
	Maximum number of places	29
	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	OUR TRAINING MATRIX RECORDS THE MANDATORY TRAINING REQUIREMENTS AND WHEN THESE NEED TO BE RETRAINED OR REFRESHED. OUR TRAINING MATRIX ALSO IDENTIFIES ADDITIONAL TRAINING UNDERTAKEN OVER AND ABOVE THE MANDATORY REQUIREMENTS. TRAINING REQUIREMENTS ARE ALSO IDENTIFIED AND AGREED DURING SUPERVISION.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	AT BELMONT COURT WE HAVE A HIGH LEVEL OF STAFF RETENTION. OUR STAFF TURNOVER IS LOW. WE OFFER FLEXIBLE WORKING, PAID BREAKS AND TRAINING OPPORTUNITIES. ANY VACANCIES ARE ADVERTISED LOCALLY. APPLICANTS ARE SUBJECT TO THE REQUIRED CHECKS AND PROTOCOLS PRIOR TO EMPLOYMENT AND THEN UNDERTAKE AN INDUCTION AND TRAINING AS REQUIRED AND ARE SUBJECT TO A PROBATIONARY PERIOD.

Service Profile

Service Details

Name of Service	Belmont Court
Telephone Number	01834 842770
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?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	722.11
The maximum weekly fee payable during the last financial year?	945.61

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?	ONE TO ONE DISCUSSIONS WITH REGISTERED MANAGER ONE TO ONE DISCUSSIONS WITH RI GENERAL DISCUSSIONS WITH ALL STAFF TEAM MEMBERS SATISFACTION SURVEYS RESIDENTS MEETINGS DISCUSSIONS WITH RESIDENT GUESTS FAMILY AND FRIENDS AS APPROPRIATE.

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	20
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	RESIDENTS HAVE ACCESS TO EXTENSIVE GARDENS WITH VIEWS TO CALDEY ISLAND AND SOUTH BEACH TENBY. THE GARDENS HAVE RAISED FLOWER, VEGETABLE AND FRUIT BEDS. THERE ARE LAWNED AREAS AND SEATING AREAS TOO. WE ALSO HAVE A GREENHOUSE AND A VISITORS POD.
Provide details of any other facilities to which the residents have access	BELMONT COURT IS SITUATED WITHIN THE PEMBROKESHIRE NATIONAL PARK. IT IS A AREA OF OUTSTANDING NATURAL BEAUTY AND HAS EXTENSIVE OPPORTUNITIES FOR OUR RESIDENTS. THESE INCLUDE, GREAT PLACES TO EAT, COASTAL WALKS AND BEACHES. TENBY ALSO HAS A BOWLING GREEN, A LEISURE CENTRE AND A DANCE HALL. THERE ARE NUMEROUS LOCAL NURSERIES WITH CAFES TOO. WE ENCOURAGE THE MAINTENANCE OF CURRENT AND USUAL ACTIVITIES, THIS INCLUDES SUPPORTING RELIGIOUS CHOICES AND ACCESS TO SERVICES. THESE FACILITIES CAN BE ACCESSED IN THE COMMUNITY OR SERVICES CAN BE ARRANGED AT BELMONT COURT.

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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	IPAD, COMPUTER, WHITE BOARD AND PEN, SIGNAGE.

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.	ONE TO ONE DISCUSSIONS WITH THE RI. ONE TO ONE DISCUSSIONS WITH REGISTERED MANAGER. SATISFACTION SURVEYS. RESIDENT MEETINGS. DISCUSSIONS WHEN APPROPRIATE WITH FAMILY AND FRIENDS.
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.	HEALTH CHECKS CONTINUE AS PART OF THE RESIDENCY AT BELMONT COURT. CLOSE LINKS ARE MAINTAINED WITH THE PRIMARY HEALTH CARE TEAMS AND NURSING CLIENTS HAVE A REGISTERED NURSE PRESENCE 24 HOURS A DAY. ALL RESIDENTS HAVE ACCESS TO THEIR GP, A PODIATRIST, AN OPTICIAN AND A DENTIST. REFERRALS TO ADDITIONAL SERVICES ARE ARRANGED VIA THE GP. (PHYSIOTHERAPIST, OCCUPATIONAL THERAPIST ETC.)
The extent to which people feel safe and protected from abuse and neglect.	OUR STAFF ARE TRAINED IN SAFEGUARDING PROTOCOLS. THERE ARE OPEN COMMUNICATION CHANNELS AND CLEAR PROTOCOLS IN PLACE AS EVIDENCED IN OUR RELEVANT POLICIES AND PROCEDURES.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	OUR RESIDENTS ARE INVOLVED IN ALL ASPECTS OF THE HOME THEY CHOSE TO LIVE IN. THEY MAKE CHOICES ABOUT THE ENVIRONMENT THAT THEY LIVE IN AND ARE ENCOURAGED TO PERSONALISE THEIR OWN ROOMS. IT IS KEY FOR OUR RESIDENTS TO ACHIEVE THEIR PERSONAL OUTCOMES. WE HAVE AN OUTCOME BASED SERVICE AND REFLECT THIS PERSON CENTRED OUTCOME APPROACH IN OUR RECORD KEEPING AND CARE PLANNING. THIS IS INHERENT IN OUR ELECTRONIC, PERSON CENTRED, OUTCOME BASED RECORD KEEPING SYSTEM.

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) 32

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
	<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	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.	SKIN INTEGRITY AWARENESS COMMUNICATION AND INTERPERSONAL SKILLS PERSON CENTRED CARE DIPLOMA IN LEADERSHIP AND MANAGEMENT
	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?	No
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
<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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 X DIPLOMA IN LEADERSHIP AND MANAGEMENT 1 X DEGREE/MASTERS IN NURSING (YEAR 2) 1 X DEGREE IN MEDICINE (YEAR 6)
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)	3
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.	12 HR SHIFTS BOTH DAYS AND NIGHTS. THERE IS A MINIMUM OF ONE REGISTERED NURSE WORKING PER SHIFT.
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Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	16
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	6
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRST AID BASIC LIFE SUPPORT NUTRITION AND HYDRATION RECORD KEEPING FIRE AWARENESS COSH RIDDOR C DIFF AND MRSA MANAGING CHALLENGING BEHAVIOUR. PPE LIFT AWARENESS WELSH LANGUAGE AWARENESS

Contractual Arrangements

No. of permanent staff	16
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)	8
No. of part-time staff (17-34 hours per week)	8
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.	6HR AND 12HR SHIFTS COVERING 24 HRS. 7AM TO 1PM 1PM TO 7PM AND 7AM TO 7PM . THERE ARE 4 STAFF EACH MORNING AND AFTERNOON 7PM TO 7AM. 2/3 STAFF AT NIGHT. ALL STAFF NUMBERS PER SHIFT ARE CHANGEABLE ACCORDING TO RESIDENT NUMBERS AND N EED.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0
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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRE SAFETY MANAGING CHALLENGING BEHAVIOUR PPE COSHH
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)	0
No. of part-time staff (17-34 hours per week)	3
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	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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ 2 AND 3 FOOD SAFETY FOOD PREPARATION

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)	2
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	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	MAINTENANCE OFFICER. RESPONSIBLE FOR GENERAL MAINTENANCE AND REPAIRS, FIRE AUDITS, HEALTH AND SAFETY AND LIAISON WITH CONTRACTORS.
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	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RECORD KEEPING DATA PROTECTION FIRE SAFETY INFECTION CONTROL HEALTH AND SAFETY 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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0