

# 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:	Terry Vers	
The provider was registered on:	03/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Drive Residential Care home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	03/08/2018
	Responsible Individual(s)	Terry Vers
	Manager(s)	Danielle Vers
	Maximum number of places	4
	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	supervisions, training matrix, online training alerts. training matrix and calendar used on rota.staff meetings
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	recruitment-online and local flyers, online recruitment company, social media. The home has a small turn over of staff working as a small team. the home endeavour to retain staff by providing a pleasant and supportive working environment, where voices and concerns can be addressed and additional support can be provided if identified or voiced by employee.

## Service Profile

### Service Details

Name of Service	The Drive Residential Care home
Telephone Number	01633882942
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?	4
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	1390
The maximum weekly fee payable during the last financial year?	1599

#### 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?	letters, service user meetings, social services service user reviews, informal conversations.

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	1
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	large garden area both patio on front and back of the premises
Provide details of any other facilities to which the residents have access	cooking facilities with support of staff member/ communicate area used for arts and crafts

#### 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

#### 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.	service users residing at the home have access to service user meeting, interviewing during recruitment process service users hold an active part in their care and support planning. service users have yearly care reviews with local authority more regularly if needed. service users hold good relationships with family and staff members they are aware of who to speak to regarding care and support.
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.	service users attend all medical appointments with support of the home. service users are supported to meet current interests and to develop further ones, the home actively looks for activities that might be of interest and beneficial for our service users. the home provides support for residents to maintain current relationships and develop new ones. residents currently living at the home have resided for many years, the home has an experienced and robust team holding good relationships with residents and family and being able to identify changes in wellbeing and personal demeanour .
The extent to which people feel safe and protected from abuse and neglect.	the homes staff are trained in safeguarding, all relevant checks are made in the recruitment process to ensure service users are protected. service users hold good relationships with staff and are aware of how to raise a concern. residents have opportunities in resident meetings. residents have expressed they feel happy and safe living in the home.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	the home supports residents to achieve personal outcomes. the home actively searches for new activities of interests to promote personal wellbeing and development.

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) 5

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	5
	No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	epilepsy, fire safety, diabetes, catheter care, mental capacity, first aid

#### Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
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 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
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#### 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
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?	No
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?	No