

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: | The Congregation of the Ursulines of Jesus | |
| The provider was registered on: | 04/10/2018 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Stella Maris Care Home | |
| | Service Type | Care Home Service |
| | Type of Care | Adults Without Nursing |
| | Approval Date | 04/10/2018 |
| | Responsible Individual(s) | Hilary Brown |
| | Manager(s) | Pamela Davies |
| | Maximum number of places | 12 |
| | Service Conditions | There are no conditions associated to this service |

Training and Workforce Planning

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| 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 | All staff complete mandatory training via a number of learning methods - e-learning, face to face, internal and external training, work books, observational assessments, reflection, meetings both formal and informal. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | Recruitment websites such as Indeed, referral from local employment support. Job centre and Swansea University. |

Service Profile

Service Details

| | |
|--------------------------------------------------------------------------|------------------------|
| Name of Service | Stella Maris Care Home |
| Telephone Number | 01792473453 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| Other languages used in the provision of the service | French |

Service Provision

People Supported

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| How many people in total did the service provide care and support to during the last financial year? | 15 |
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Fees Charged

| | |
|----------------------------------------------------------------|-----|
| The minimum weekly fee payable during the last financial year? | 636 |
| The maximum weekly fee payable during the last financial year? | 734 |

Complaints

| | |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| What was the total number of formal complaints made during the last financial year? | 2 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 1 |
| 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? | The majority of the resident's and their families were available for consultation when required as well as visitors and visiting professionals. |

Service Environment

| | |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How many bedrooms at the service are single rooms? | 12 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 12 |
| How many bathrooms have assisted bathing facilities? | 12 |
| How many communal lounges at the service? | 2 |
| How many dining rooms at the service? | 3 |
| Provide details of any outside space to which the residents have access | A beautiful expansive well kept garden with wide, even pathways, places to sit in the shade or sunshine. water fountain, statues and fruit trees. |
| Provide details of any other facilities to which the residents have access | A chapel, wifi, new bathroom with chair lift. Lift to all floors, wide corridors. Fresh decor, large dining and community room as well as 2 kitchenettes where snacks can be prepared as well as meals shared. |

Communicating with people who use the service

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|---------------------------------------------------------------------------------------------|----|
| 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.

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| <p>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.</p> | <p>The responses to our 6 monthly questionnaire for the question - Do you feel listened too?</p> <ul style="list-style-type: none"> * Absolutely, no problems. I think it's because communication and dialogue continues. * Of course, I do, always listen to my needs and staff are very chatty and feel at ease with members of staff. * I am listened to and I always get an answer when I ask a question * I feel as if I am listened to, I am given what I want and feel at home at Stella Maris. * Because I always get what I ask for. * The staff find time to listen to me. They are always kind and helpful. I am very happy with that. * They show interest, empathy, always pleasant. * It is important if I have something to say that needs attention that needs to be taken to the manager who can deal with it. Or I go to Marion, the manager, myself * Care needs to be taken when the person is in grief – the person is very vulnerable. <p>Summary - This is a very positive set of responses and reflects how much listening is valued by the residents.</p> <p>The responses to our 6 monthly questionnaire for the question - Do you feel you have a choice about your care?</p> <ul style="list-style-type: none"> * I am happy in Stella Maris Care Home. I don't want it to change even if I could * I always have a choice but remain self-caring and independent * It's up to me when I ask for help and when I do, I always get it * I do feel like I have a choice in everything. I am able to do things on my own and ask for assistance when I need. * All is very good * It is my home * I am treated like a person * It's important that I can do for myself for as long as I can otherwise I end up very bored and under the weather! When all independence is taken away from one it's a recipe for disaster. * At present I have – because of culture change <p>Summary - Again, this is a very positive set of responses that confirm that choice is fundamental to the standard of care provided at Stella Maris.</p> |
| <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 responses to our 6 monthly questionnaire for the question - Do you have any information that would improve the care we provide for you?</p> <ul style="list-style-type: none"> No thanks x 2 No – perfectly satisfied If I ask for something, I always get it. I wouldn't change anything; I get everything I ask for except for tea! The sisters and the care I don't know if this is information but sometimes, I feel the stores are not always stocked up. I see sisters going down sometimes bringing up those drums of milk which are quite heavy. This question requires more thought. <p>Summary - This is also a positive set of responses, and the stocking of stores has been added to the WhatsApp platform and shared with the staff team.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>The responses to our 6 monthly questionnaire for the question - is there anything (s) you would like to change?</p> <ul style="list-style-type: none"> Yes, I would like to see the staff more No – thank you x 1, No x 2, No need to change anything. I am happy with everything. Staff attend to me even before I ask. I feel at home here. Can't think of anything at the moment No, not at all, I am a trained nurse myself, 29 years in Sancta Maria and I am happy with my care. I don't know what I can change at the moment, but it would be helpful if the trays were taken from the room after tea or any meal. Can't answer the above question because such a short time here. <p>Summary</p> <p>This is also a positive set of responses and the collection of trays has been added to the WhatsApp platform and shared with the staff team.</p> |

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

The responses to our 6 monthly questionnaire for the question - What do you like best?
 Our social get together on Tuesdays and all celebrations
 The atmosphere, the friendliness of the carers and helpfulness (always willing to oblige and help).
 I like the possibility of being able to come together and share experiences. I get what I need from living in the community.
 The attention from the staff is what I like most. I enjoy the time staff spend with me, listening and talking to me.
 The support I receive
 There's a happy atmosphere- and we are cared for in our own old age, and that's a blessing
 Very comfortable environment
 Summary
 This is a lovely reflection of how people value the home they live in and the support they receive. It makes everything worthwhile.

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) 19

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 | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Mental Health First Aid |
| 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 |
| 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. | Wound management Lymphoedema |
| 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? | No |
| 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 | 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 | 6 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 6 |
| Medicine management | 0 |
| Dementia | 6 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | COSHH First Aid |
| <p>Contractual Arrangements</p> | |
| 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 |
| <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) | 2 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 3 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification | 6 |
| 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 5 |
| 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 | 5 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 5 |
| Medicine management | 0 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Allergens Puddings |

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 | 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) | 2 |

Staff Qualifications

| | |
|----------------------------------------------------------------|---|
| No. of staff who have the required qualification | 5 |
| 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. | 1. Meds trained Care Assistants - To support older people within a residential setting and to administer medication as well as provide person centred care 2. Care Assistants - To support vulnerable older people within a residential to provide person centred care |

Filled and vacant posts

| | |
|----------------------|----|
| No. of staff in post | 19 |
| 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 | 19 |
| Health & Safety | 19 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 19 |
| Manual Handling | 19 |
| Safeguarding | 17 |
| Medicine management | 15 |
| Dementia | 17 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 17 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Legionnaire's CareDocs Atlas Medicine Management First Aid Meaning ful activities |

Contractual Arrangements

| | |
|---------------------------------------------------------|----|
| No. of permanent staff | 19 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 6 |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 9 |
| No. of part-time staff (16 hours or under per week) | 7 |

Staff Qualifications

| | |
|----------------------------------------------------------------|----|
| No. of staff who have the required qualification | 15 |
| No. of staff working toward required/recommended qualification | 4 |