

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:	Walls Residential Care Home Ltd	
The provider was registered on:	09/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Walls Residential Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/05/2019
	Responsible Individual(s)	Deborah Walls
	Manager(s)	Hazel Walls
	Maximum number of places	10
	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	All staff are enrolled on an extensive mandatory training programme when first recruited. Training is maintained by means of a training matrix which is reviewed every month. Staff meetings and supervision also identify any further training required. Staff have access to equipment and technology to carry out all their training. Staff are also enrolled on the CQF in Health and Social Care with the Llandrillo College. Staff can also request further training that is relevant to their post.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff recruitment has been difficult in the last year. We utilise all the recruitment sites available and then shortlist candidates before calling for an interview. We would then scrutinise all candidates prior to offering the successful candidate a post. We then apply for references and DBS. All new staff are supervised and mentored by a member of staff. New staff carry out an induction course and will be enrolled on the mandatory training and the CQF training.

Service Profile

Service Details

Name of Service	Walls Residential Care Home Ltd
Telephone Number	01492876309
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	A very small amount of Welsh, used in greetings is used by our staff who are all English speaking.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	654
The maximum weekly fee payable during the last financial year?	654

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?	We use Questionnaires/Resident survey forms.

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have a nice garden/patio area. A small lawn and well stocked flower beds. Outside seating is provided at the front of the building, also on the side patio including bench seats and a comfortable cushioned sofa, and a large parasole. There are coffee tables and ashtrays. Residents have access to this area at all times.
Provide details of any other facilities to which the residents have access	They have access to a family/meeting room which they can use for private meetings with family or Social Workers and other professionals.

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.

We operate an open door policy in this home which means that residents are able to come and talk to staff or management at any time. We endeavour to nurture an environment of trust and respect between residents, staff and management. The residents feel that they are free to come and discuss any aspect of their care, any concerns and are able to make their own choices, for example they can choose when to get up, when to eat, when to go out and also what to do, how and when they want to. We are fortunate to be situated within the town of Llandudno and residents are able to become involved with the community if they wish and also have the amenities close by to enjoy, for example the library, shops, cafes, pubs, railway station and bus stops all of which are within a short walk from our home. Residents are invited to take part in their care plan reviews and any activity that is deemed to be of risk to themselves or others are risk assessed and discussed with the resident and a plan is formulated. Residents are also asked to complete a survey which covers all aspects of daily living which includes: Catering and food, personal care and support, daily living, premises and management, they are also asked for comments and suggestions on how we might improve our service to them. If they have any concerns that they do not feel they can discuss with the staff or management, there is an advocacy service available to them and the majority of the residents have either a Social worker or CPN they are able to contact. Service users have access to the office phone and the use of the meeting room if they require privacy. We encourage residents to pursue their own interests and to become as independent as possible with the support of the home. We encourage them to take up any opportunity that is offered them which can enrich their lives.

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.

The health of our residents is very important as not only have they mental health issues but also physical health issues. Residents are supported to visit the local GP's and a member of staff is always available to accompany them to their appointments and can either wait outside or attend the appointment with them. If we have any concerns with regards to the health of any of our residents the local GP's will see or visit the resident quite quickly to ensure that there is no deterioration in their physical health. They carry out annual reviews and arrange regular blood tests for all our residents. We keep extensive notes on any visits and any health issue as they arises. We will support them with the appointments with the mental health clinics and management will transport and support them with these appointments. The management will always ensure that there is transport available to take residents to hospital and clinic appointments, and ensure that those eligible attend breast screening, diabetic eye screening, bowel screening etc. We have a chiropodist that attends the home for those that need one and Specsavers comes to check all our resident's eyesight on an annual basis. We monitor and record all aspects of the resident's health and wellbeing on a daily, weekly and monthly basis so that we are quick to spot anything untoward. We would then discuss with the resident the way forward and encourage them to attend the right services. All our residents have been very willing to take the opportunity to have their flu and covid jabs and are all up to date. The local GPs arrange for all their flu jabs to be administered and the residents are informed when their covid jabs are due. Their overall wellbeing is overseen by the staff and management of the home and is reflected in the person centred care plans that we produce.

The extent to which people feel safe and protected from abuse and neglect.

Safeguarding the service users is a very important part of the care and support we provide. All our staff are vetted before joining our team, they must have up to date enhanced DBS and complete a probationary period where they are supervised. All our staff must complete all the mandatory training including safeguarding, abuse and neglect, and must enrol for the QCF in Health and Social Care. They must also register with Social Care Wales. The staff undergo supervision on a regular basis. Ensure that staff are aware that they must report any cases of abuse or neglect immediately.

The home has robust policies and procedures and adheres to the legislation and regulations. The home is also inspected by the CIW annually and by the Social Service's monitoring team twice a year.

We have very in-depth person-centred care plans and incorporated in this are all the risk assessments relevant to each resident.

Residents are constantly monitored and any changes in behaviour is recorded in the daily notes, this is to ensure that any changes in behaviour, physical and mental health can be investigated and monitored thereby ensuring that any untoward signs are not missed.

Having a relaxed open door policy is also very important, this means that all residents are able to come and discuss anything with the staff or the management at all times. If they have any worries or concerns the staff are able to listen and support the resident when necessary. We encourage an environment of trust and respect which helps the residents to be more open. If for any reason the resident feels that they are unable to talk to staff or management then they have the option of talking to an advocate or their Social Workers or CPNs.

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

When applying for a place in our home, a prospective resident will be assessed by the management to ensure that we are able to provide the right environment for them. We also expect them to come and visit our home prior to the acceptance. We also offer an overnight stay to ensure that the prospective resident feels at home and can meet all the other residents and the staff. We provide a home with well-trained and experienced staff who can support a new resident. A 3-month probationary period is preferred so that the resident can decide whether or not they are happy here and it also allows the staff to get to know the resident and ensure that we can offer what the new resident needs. Although our home is an old Victorian building it is homely. Residents are encouraged to choose the colours and furnishings for their own rooms and have an input to the decor of the rest of the accommodation. We encourage the residents to be as independent as possible, to make their own decisions and choose how they wish to spend their days.

Good in-depth person-centred care plans can indicate what the resident wishes to achieve and what their goals are. Staff will support a resident to achieve what they can and encourage them to reach their goals.

Staff will monitor a resident's physical and mental wellbeing. Any issues are recorded in the care plans and are reviewed on a monthly basis and tracked by the staff to make sure the residents stay healthy and stable. Residents are supported if they need medical attention or if they have appointments at clinics or hospitals.

Residents can help themselves to breakfast or have the staff prepare it for them. We provide home-cooked food, and a resident can choose an alternative if they wish. Everything is put in place to support the wellbeing of the residents, to ensure they have the opportunity to achieve their personal goals and outcomes.

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)	7
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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
	<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	0
	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.	Fire Safety, Advanced Care of Medicines, Equality, diversity and Human Rights, Duty of Care, Drugs and Alcohol Awareness, Dignity and Respect, Diet and Nutrition, First Aid at Work (3Day), COSHH, Contracts and Written Statements, Communication, Bullying and Harassment, Care Planning and Record Keeping, Asperger Syndrome, Autism Awareness, Anaphylaxis, Allergen Awareness,
	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)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="background-color: #e0e0e0; padding: 5px;">Deputy service manager</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
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.	Asperger Syndrome, Anaphalaxis, Autism Awareness, Bullying and Harrassment, Care Planning Record Keeping, Consent in a Care Environment, Contracts and Written statements, COSHH, Complaints handling, Communication, Discipline and Greivance, Duty of Care, Dementia - an understanding, Drugs and Alcohol Awareness, Diet and Nutrition, Dignity and Respect, Equality, Diversity and Human Rights, Fire Safety, Information Governance, Lone Working Essentials, Mental Capacity and Dols, Mental health awareness, Oral care for adults, RIDDOR, Slips, Trips and Falls, Self harm, Substance misuse awareness level 3, Lets learn about Lithium, Nutrition in a care setting, PRN 'when required' medicine guide, Urinary tract infections, Incontinence, Medication handling.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
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	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	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	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asperger Syndrome, Anaphalaxis, Autism Awareness, Bullying and Harrassment, Care Planning Record Keeping, Consent in a Care Environment, Contracts and Written statements, COSHH, Complaints handling, Communication, Discipline and Greivance, Duty of Care, Dementia - an understanding, Drugs and Alcohol Awareness, Diet and Nutrition, Dignity and Respect, Equality, Diversity and Human Rights, Fire Safety, Information Governance, Lone Working Essentials, Mental Capacity and Dols, Mental health awareness, Oral care for adults,
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)	2
No. of part-time staff (17-34 hours per week)	4
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.	minimum of 2 members of staff on each day 1 night/sleeping staff Day shifts are from 9am to 7pm Night shifts are from 7pm to 9am - sleeping from 11 pm to 8am - awake when needed. Management on duty 4 days and on call every day and night (manager or deputy manager)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
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

