

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:	Wilbury House Limited	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Wilbury House Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/12/2018
	Responsible Individual(s)	Nina Cadwallader
	Manager(s)	Nina Cadwallader
	Maximum number of places	3
	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	Policies updated stating mandatory training that all members of staff must undertake, training set up through local authority and social-care.tv
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	New policies and procedures are now in place for recruitment.

Service Profile

Service Details

Name of Service	Wilbury House Limited
Telephone Number	01544239074
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	we have a policy in place regarding the active offer, signs and posters are in both English and Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	1587.96
The maximum weekly fee payable during the last financial year?	2313.60

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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service users, Family and professionals are involved each quarter when updating care plans. new policies and procedures are in place to reflect this.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
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	residents have access to the outside of Wibury House which has a large garden with country side views, we are currently in process of creating a safe outdoor space that our residents can access safely and independently. This has been raised as an area for improvement following our CIW inspection report 24/01/2023. the date for completion will be May 2023
Provide details of any other facilities to which the residents have access	residents have access to lounge, dining room, kitchen, bedroom, bathroom and outdoor space as well as access to walks with staff in the surrounding countryside.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference

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.

it is evident that service users at Wilbury House are given choice regarding their care and support and have their voices heard, Diary sheets evidence that service users are given the choice to participate in activities and the service users decision regarding this is respected. Service users are present in reviewing their care and support plans along with discussions had with family and health care professionals. reading through monitoring forms and diary sheets, it was clear that each Service are being supported to access to activities and go out, most days either to do their own personal shopping, visiting café's, pubs, having a meal, walking, swimming or groups. service users will be treated with dignity and respect, allowing him voice and control, by fully communication in a way in which service users can understand, and allowing them to make the decision. Seeing how calm and interactive the Service Users are, it is clear that they are comfortable with staff and, if they wanted something, they came up to staff to which, the staff member took their hand and asked them to show them. objects of reference seems to be the main source of communication when it comes to making choices with the service users. With the excellent support of staff, service users are able to do their personal shopping once a week, staff are dedicated to making sure service users are stimulated, encouraging them to participate in activities, craft and household chores should the service users wish to do so.

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.

Wilbury House will ensure that service users have up to date dental checks, Drs appointments and reviews, we will make sure that service users are up to date with any vaccinations that they may require. service users are supported to attend all routine medical appointments, dentist, optician, Drs etc. Physical activities – Wilbury house will ensure service users participates in Swimming and walking to help maintain physical wellbeing this is evidenced with diary sheets and mood monitoring sheets and these can evidence whether or no the service user is enjoying the activity. There is evidence to prove that the service users are kept stimulated through a range of different activities, painting, puzzles, walking, going on tablets/i-pads. Social activities – it is clear to see that Wilbury house facilitate social activities with the service users, family meetings once every 4 - 6 weeks, dinners out and telephone calls 4 times a week with family members. Medication – Wilbury house will ensure that Service users are administered the medication that is prescribed, and this is recorded on a MARS chart and audited on a weekly basis by the Manager. Staff are all up to date with medication training. Service users enjoy a very healthy and balanced diet; meal plans are produced on a weekly basis. This is recorded in a Food intake Diary.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Wilbury House have had a recent overhaul of their Policies and procedures with regards to recruitment and induction along with up to date safeguarding training and all staff are aware of the safeguarding procedures and how to report should there be a need.</p> <p>All staff will be registered with Social Care Wales and obtain Health and social care qualification within 3 years of starting.</p> <p>We request 2 x references for each staff member and will verify these, full employment history is required from all staff members.</p> <p>All staff receive relevant training in line with their role and additional training and development discussed through supervisions and appraisals.</p> <p>There are policies and procedures in place with regards to the reporting of any safeguarding incidents.</p> <p>All staff are aware of their duty to report and signs of abuse or/and neglect. Staff are regularly prompted to discuss safeguarding in supervisions and in regular team meetings.</p> <p>Training will be undertaken on an annual basis.</p> <p>Paperwork records are completed on a daily basis and handover completed at each shift change.</p> <p>Body charts are completed upon discovering any bumps, bruises or marks that are found on residents and reported to the manager.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>It is clear to see that the service users have the freedom to move throughout the house, and there are DOLS in place to allow the locking of the front door should the need arise. Service users have their own bedrooms and personal belongings, they have access to TV, music, and sensory toys. Wilbury House will be maintained and kept up to date and is currently undergoing a decoration refurbishment. There are policies and procedures in place stating that the house will be kept clean and tidy. Following on from our latest CIW report and area of improvement was raised for the need of a safe outdoor space, this space is now nearing completion and will enable the service users to access the garden area safely and independently, without the need for locking doors.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

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	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.	<p>Safeguarding all wales procedures First aid (including choking) PBM Person centred Care Epilepsy Food hygiene health and safety Record keeping Infection control Safe Administration of Meds DOL's (awareness) Mental capacity and best interest (awareness) Autism Epilepsy Hand Hygiene FIRST AID - full day training Safeguarding of vulnerable adults Personal Care training PCC Mental Capacity Training PCC Challenging behaviours PCC COSH Diversity, Equality & inclusion Consent Confidentiality Challenging behaviours Assessing needs Fire Safety Medication Training NVQ level 4 Support & supervision</p>
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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	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)	6
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	1

Deputy service manager

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	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	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.	Safeguarding all wales procedures First aid (including choking) PBM Person centred Care Epilepsy Food hygiene health and safety Record keeping Infection control Safe Administration of Meds DOL's (awareness) Mental capacity and best interest (awareness) Autism Epilepsy Hand Hygeine FIRST AID - full day training Safeguarding of vulnerable adults Personal Care training PCC Mental Capacity Training PCC Challenging behaviours PCC COSH Diversity, Equality & inclusion Consent Confidentiality Challenging behaviours Assessing needs Fire Safety Medication Training PCC
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Contractual Arrangements	
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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	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	6
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	
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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	1

Other supervisory staff	
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Does your service structure include roles of this type?	No
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Nursing care staff	
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Does your service structure include roles of this type?	No
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Registered nurses	
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Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
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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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support Worker - Residential Care Home
Filled and vacant posts	
No. of staff in post	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding all wales procedures First aid (including choking) PBM Person centred Care Epilepsy Food hygiene health and safety Record keeping Infection control Safe Administration of Meds DOL's (awareness) Mental capacity and best interest (awareness) Autism Epilepsy Hand Hygeine FIRST AID - full day training Safeguarding of vulnerable adults Personal Care training PCC Mental Capacity Training PCC Challenging behaviours PCC COSH Diversity, Equality & inclusion Consent Confidentiality Challenging behaviours Assessing needs Fire Safety Medication Training PCC
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Contractual Arrangements	
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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.	
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No. of full-time staff (35 hours or more per week)	5
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	
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No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0