

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:	Williamston Nursing Home LTD	
The provider was registered on:	29/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Williamston Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	29/05/2019
	Responsible Individual(s)	
	Manager(s)	Beryl Campbell
	Maximum number of places	34
	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	<ul style="list-style-type: none"> • Every staff member has a regular development and training needs assessment and a learning programme based on the assessment, which is subject to further review and updating. • All staff are encouraged to apply to undertake a recognised qualification in health and social care that is relevant to their work and at the appropriate level following the guidance issued by Social Care Wales. • Senior and management staff are expected to engage in continuing professional development activities
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>focusing its recruitment and selection procedures on the protection and safeguarding of people receiving care following stringent procedures for recruiting volunteers, which include appropriate checks with the Disclosure and Barring Service (DBS) if the eligibility requirements are met, and decisions based on the outcomes of the checking</p> <p>new staff are always well supervised before they are assessed as competent to work without direct supervision and praising, celebrating achievements</p>

Service Profile

Service Details

Name of Service	Williamston Nursing Home
Telephone Number	01646600222
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?	43
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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?	950.00

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	1
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?	<p>discussing and taking note of their views on standards of care and asking what they think should be different or changed</p> <p>using supervision, staff meetings and training sessions to obtain feedback and to encourage openness of communication</p> <p>regularly reviewing policies, procedures and practices with staff to identify practical changes and improvements</p>

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Williamston has extensive grounds with a large gazebo with seating and wheelchair accessible table. The path to the gazebo has a handrail on one side for service users to hold on to if they wish to go down with friends, relatives, and staff or by themselves if they have the ability to do so. We have a green house on the top of the lawn which is used by service users with the assistance of the activities coordinator to plant vegetables which once grown we prepare and cook for them. Wheelchair accessible planters are used for salad items and also plants. The plants once grown are planted in the main flowerbeds round the home or sold at our yearly garden fete. Families or staff (activities coordinator) often take service users round the garden or down the lane in the nice weather. On the lawn is a bird feeder which is visible from both main lounge windows. The large grounds are an asset to Williamston and are enjoyed by the service users regularly through the summer.</p>
Provide details of any other facilities to which the residents have access	<p>2 Wet rooms, 2 bathrooms, hairdresser, chiropodist, activities 4 days a week, optician, physio, GP, dentist, advocates, access to wifi, computer and Ipads, entertainers, religious activities</p>

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.

This home promotes independence for its service users in the following ways.

- Help service users to take responsibility for their own social life and activities.
- Facilitate the development of relationships between service users where appropriate and encourage service users to broaden their social contacts.
- Encourage responsible risk taking when it can enhance experience, rather than avoiding risks at all costs.
- Involve service users fully in risk assessments.
- Allow service users if they wish to help with domestic work and share in tasks such as greeting and taking visitors around the home.
- Encourage service users to come and go from the premises without unnecessary checks or limitations.
- Make it possible for service users to take increased responsibility for their own healthcare and medication.
- Promote service user involvement in care planning.
- Involve service users in the administration of the care service and the review of policies and procedures where appropriate.
- Seek and use service users' views about services in quality assurance programmes.

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.

1. In addition to regular monitoring, the service will carry out monthly checks wherever practical of the plan with the person who uses the services and key others, and no less than three monthly formal reviews with all involved to meet the requirements of Regulation 16 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.
2. Reviews involve the person who uses the services, their relevant others, a care manager, key worker or care co-ordinator, and where involved, other professionals, where the progress of the plan will be discussed.
3. Reviews will, among other matters, critically consider the appropriateness of the original plans, the feasibility of the care methods being used, the outcomes of any risks taken, respective roles and responsibilities, and timescales.
4. Reviews will consider any new information which is available and any significant changes in the person's needs, strengths, abilities and aspirations.
5. Care will be taken to ensure that the person who uses the services is in full agreement with any modifications or additions made to the plan.
6. Reviewing the care and support plan is a continuing process of counting achievements, setting new goals and adjusting the care. After each review, the other stakeholders involved in the care will be briefed on changes which require their action or attention.

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

There are written policies and procedures on keeping people safe: to make sure that they are kept free from abuse; to make sure that staff always use safe working practices eg when moving and transferring; giving out medication; using equipment and maintain a safe living environment, eg by being compliant with all health and safety, including fire safety and infection prevention requirements.

Information for service users describes fully how we keep them safe and what they should do if they ever feel unsafe or are being harmed. It is always discussed with them (and their relatives) on admission and at their reviews. We thus keep a watching brief on the safety of every service user. They will confirm that their safety is our paramount concern.

All staff have safeguarding training from induction onwards. Their training is reviewed annually to make sure that it is up to date. Every staff member knows what to do in the event of a service user being harmed or is at risk of harm.

Our staffing records show that we recruit staff in line with our aim of keeping service users safe at all times.

As we respond to service users' needs we make sure that our staff engage with each person with whom they are working and listen carefully to what they are saying or trying to communicate, including any frustrations and anxieties, concerns and complaints. We have a clear complaints procedure, which service users and their relatives know how to use if they wish to make a complaint about our service.

We have regular meetings with service users and with their relatives and legal representatives to get their views on our care and to address any concerns that they might have.

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

To be offered private, single accommodation furnished, decorated and equipped to a high standard which they may use and enjoy as and when they wish.

To be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms.

To have locked cabinets for the security of valuables with a key which they themselves may keep if they wish to.

To have access to all communal areas of the home and its grounds with the provision of adequate access routes and, in the case of residents with special needs, by the use of such aids and modifications as are necessary to meet those needs (eg by the use of ramps, widened doors, lifts and grab rails, etc).

To have access to a call system with an accessible alarm facility in every room, even in bathrooms and toilets.

To have adequate central heating, comfortable lighting and natural ventilation both in their rooms and in communal areas.

To have wash-hand basins and en-suite facilities in their rooms.

To have any complaint of any fault or defect in the premises listed to, registered in the maintenance log and acted upon as a priority.

To be informed about the fire safety procedures, fire escapes and evacuation procedures in the event of fire or similar catastrophe and to take part in regular fire safety exercises in line with the home's fire safety policies.

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)	26
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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	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, pressure sore awareness, complaints handling, staff appraisal, catheter care, palliative care, GDPR, Dying and bereavement, duty of candour, MUST, peg feeding, syringe driver, EOL, conflict management, Fire warden, interview skills, communication and record keeping, cyber security awareness, donning and doffing, dementia, COSHH, MCA and DoLS
	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
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	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, pressure sore awareness, complaints handling, staff appraisal, catheter care, palliative care, GDPR, Dying and bereavement, duty of candour, MUST, peg feeding, syringe driver, EOL, conflict management, Fire warden, interview skills, communication and record keeping, cyber security awareness, donning and doffing, dementia, COSHH, MCA and DoLS
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)	0

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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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?	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	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	5
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	0
Dementia	16
Positive Behaviour Management	5
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, pressure sore awareness, palliative care, GDPR, Dying and bereavement, MUST, EOL, Fire warden, donning and doffing, dementia, COSHH, MCA and DoLS
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	5
No. of part-time staff (16 hours or under per week)	3
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.	DAYS 8-8 NIGHTS 8-8 Days- 4 carers Nights- 3 carers
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
Registered nurses	
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
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	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, pressure sore awareness, complaints handling, staff appraisal, catheter care, palliative care, GDPR, Dying and bereavement, duty of candour, MUST, peg feeding, syringe driver, EOL, conflict management, Fire warden, interview skills, communication and record keeping, cyber security awareness, donning and doffing, dementia, COSHH, MCA and DoLS
Contractual Arrangements	

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	1
No. of part-time staff (16 hours or under per week)	3
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.	Days 1 nurse 8-8 Nights 1 nurse 8-8
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	3
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	0
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	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
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	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	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	4
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	6
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?	No