

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:	Amos Nursing Homes Limited	
The provider was registered on:	09/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Willowbrook House Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	09/01/2019
	Responsible Individual(s)	Alexandra Cornford
	Manager(s)	Alexandra Cornford
	Maximum number of places	110
	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	<p>The Training Manager has facilitated and carried out mandatory training, designed continuous personalised programmes in discussion with senior staff.</p> <p>Through supervision, practice and behaviour reflection has identified opportunities to improve service delivery and increase understanding.</p> <p>Resulting in all staff within the home being appropriately qualified and trained to deliver the highest standards of care in line with latest developments and practices in delivering care.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Appointments are made by the Registered and Clinical Managers. The Administrator co-ordinates agreed recruitment practices including Disclosure Clearance Certificate prior to appointment. Designated mentor liaises with Training Manager to apply tailored induction programme. During a six month probationary period, monthly formal assessments are carried out, the individual being apprised of any outcome requirements.</p> <p>Staff are given equal opportunities to progress their careers within the Home.</p>

Service Profile

Service Details

Name of Service	Willowbrook House Nursing Home
Telephone Number	07833500568
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?	119
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Fees Charged

The minimum weekly fee payable during the last financial year?	802.47
The maximum weekly fee payable during the last financial year?	1312.50

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Our main source of communication is the 'open door' policy of the Directors and Managers, who make themselves available to all citizens and their families, we pride ourselves on approachability to discuss any issue no matter how small they may seem. When operational changes/improvements are planned, the Manager will inform citizens, families and staff of the intention and the arrangement to ensure their safety and wellbeing.</p> <p>The Senior Nurses arrange regular reviews of the individual citizens care, with their permission, families are invited to attend, and discuss any, if needed, changes in care delivery.</p> <p>The Activities Team organise feedback as well as the use of social media to keep citizens, their families and friends up-to-date with daily programmes as well as planned social gatherings such as barbecues, afternoon teas, and other special occasions.</p> <p>If a situation occurs that information needs urgent distribute, we use email, telephone and postal communication.</p>

Service Environment

How many bedrooms at the service are single rooms?	106
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	106
How many bathrooms have assisted bathing facilities?	7
How many communal lounges at the service?	7
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	<p>The garden is enclosed in the centre of the Nursing Home, enabling attractive viewing from a number of bedrooms as well as day areas. There are fixed and mobile seating areas accessed by shaded, level, hazard free paths and lawned areas, where our citizens and families can socialise or spend quiet times. Access is suitable and safe for wheelchairs and walking aids.</p> <p>Therapy staff actively encourage our citizens to spend time in the garden, of particular interest are the raised garden beds, where our keen gardeners can recall past life experiences, enjoying choosing and planting shrubs.</p> <p>We have held a number of garden parties including the very popular barbecues and afternoon teas.</p>

Provide details of any other facilities to which the residents have access	Therapy staff work across the Home including individual bedrooms, however, we do encourage citizens and their families to use the several day lounges, the largest is on the ground floor where we hold group activities as well as concerts and invite entertainers. On the first floor is a Cafe for citizens and their visitors to meet over refreshments.
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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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Both the Registered Manager and Clinical Manager provide assurances that care arrangements are robust and that the strategy for improving and maintaining the quality of care is being properly implemented.</p> <p>Citizens living in Willowbrook House are individuals, with personal choices and preferences, and they have the right to expect those wishes complied with, as far as possible. Care is provided for each citizen that is respectful and responsive to individual preferences, needs, and values and ensuring that those individuals' values guide all our collective decisions.</p> <p>The person-centered care plan, which is commenced on admission accords to the individuals' perceived physical, mental, spiritual, and emotional needs, is developed with the citizen and their family so that they are personalised to the needs and wishes. They are focussed on what the citizen can, rather than what they can't and recognises capabilities and how care can be structured to promote and encourage that capability. If a particular need is identified, the care plan prescribes how staff can effectively address that need.</p> <p>Staff have received training to communicate with people who have cognitive or communication difficulties. Specifically, to ensure that citizens are offered time to talk and a chance to voice any concerns or simply have a chat.</p> <p>We recognise citizens' rights, the right to make choices about their lives such as the right to decide for themselves what time they get up in the morning or go to bed at night, and how they spend their day. These choices are very much part of the care plan and whenever we can, we meet their choices however we also must be mindful of managing others needs and how we can provide the service while ensuring the safety and wellbeing of all our citizens and staff.</p> <p>The annual satisfaction questionnaire was very positive, 71% scored the delivery of care, management, recreation, and support during the pandemic as very good or excellent.</p> <p>"I think during the Pandemic our Manager has done amazing in protecting staff by putting in procedures and providing us with PPE."</p> <p>"Every effort to protect residents in these unprecedented times"</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>A baseline health assessment is carried out on admission to ensure care is tailored to meet the needs of the individual, which is then reviewed regularly and as need arises. The view of the citizen is paramount while Clinical staff in partnership with other health or social care disciplines ensure healthcare needs can be met safely at the Home.</p> <p>Citizens may retain their own General Practitioner; however, when this is not possible the Home has a partnership arrangement with a local surgery to provide an enhanced service. Assistance will be provided for citizens to receive information about preventive healthcare, for example screening, immunisation, and regular check-ups.</p> <p>The Clinical manager or Senior Nurse reviews the numbers and skills of staff on duty to ensure the needs of our citizens are met.</p> <p>Responsibility for the day-to-day management of the clinical care for our citizens are suitably qualified and experienced registered nurses. Personal care is delivered by unregistered staff who receive annual mandatory training including Basic Life Support, and Safeguarding. A dedicated full time Training Manager facilitates the mandatory training, designing personalised programmes for all staff.</p> <p>To improve our service, we facilitate supervision models to encourage both professional and personal development, which brings staff together to reflect on their practice, identify any solutions to improve practice and increase understanding.</p> <p>“Thank you all for looking after our loved ones, you are doing an amazing job.”</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At all times our staff will act in an appropriate manner, they always treat the citizens with respect and courtesy. Willowbrook House is the home of each individual citizen and they will not be subjected to inappropriate behaviour from staff or live in fear of any abusive behaviour.</p> <p>The Home has a comprehensive safeguarding policy and procedure to which all staff adhere to. While all regulated professionals are bound by their own professional codes of conduct and all staff adhere to the policies and procedures of the Home. All staff receive safeguarding training on induction and thereafter annually.</p> <p>To achieve this level of safety and citizen wellbeing, the Manager ensures she is available to meet informally with citizens, their families, and staff, to accept any concerns no matter how insignificant they may appear. The Manager has the responsibility and accountability to respond to any allegations, suspicions, or incidents of abuse, and if appropriate referring to the Safeguarding Board, while supporting and caring for the vulnerable adult.</p> <p>Action will be taken against any person found abusing any individual, this may result in disciplinary action, referral to the police, professional registration bodies or in the case of a citizen termination of their residency at the Home.</p> <p>“ Thank you for all for keeping Mum safe and happy”.</p>

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

The Directors and staff believe that its citizens have a right to live in a Nursing Home which is kept in a safe, well-maintained, and comfortable condition at all times, and which provides a high standard of accommodation. They also believe that the quality of the environment is a key factor in its provision of a high-quality, safe, and effective service which should contribute to the well-being of our citizens and staff.

We recognize that our home must be able to adapt and afford developments to meet the changing needs of its citizens as well as regulatory requirements.

As well as refurbishment and general repairs, equipment is a large investment in our services whether with new equipment, replacement or annual servicing and repairs. The Manager has the autonomy to purchase any needs that are identified immediately to ensure the safety and wellbeing of our staff and citizens.

We encourage our citizens to engage in social and leisure activities to keep their mind and bodies active and most importantly to take an interest inside and outside of the Home.

“Great to see Dad letting out his creative side, he used to be always building and making things”.

“Wonderful evening!! Many thanks to all the staff for making the concert possible. You are amazing!!
The residents love their choir, they were fabulous”.

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)	120.75
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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
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0

Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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?	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	17
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	4
Health & Safety	12
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	15
Safeguarding	15
Medicine management	17
Dementia	15
Positive Behaviour Management	14
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	17
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)	12
No. of part-time staff (17-34 hours per week)	5
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.	Shift Patterns : 8am - 8pm : 4 Registered Nurses on duty with full occupancy 8pm - 8am : 3 Registered Nurses on duty with full occupancy
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Senior social care workers providing direct care

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	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	1
Health & Safety	11
Equality, Diversity & Human Rights	7
Infection, prevention & control	9
Manual Handling	15
Safeguarding	10
Medicine management	8
Dementia	13
Positive Behaviour Management	13
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	16
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)	14
No. of part-time staff (17-34 hours per week)	2
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.	Shift Pattern : 8am - 8pm : Numbers of Senior Care rs on full occupancy 5 8pm - 8am. : Numbers of Senior Carers on full occupancy 5 10am - 2pm 10am - 6pm
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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

Other social care workers providing direct care

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	96
No. of posts vacant	3
<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	64
Health & Safety	82
Equality, Diversity & Human Rights	77
Infection, prevention & control	85
Manual Handling	96
Safeguarding	81
Medicine management	5
Dementia	80
Positive Behaviour Management	85
Food Hygiene	74
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	96
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)	62
No. of part-time staff (17-34 hours per week)	34
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.	Shift Pattern : 8am - 8pm : Numbers of Carers on full occupancy 8pm - 8am. : Numbers of Carers on full occupancy 10am - 2pm 10am - 6pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	84
No. of staff working towards the required/recommended qualification	12
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	10
No. of posts vacant	4

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	04
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	8
Manual Handling	6
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	10
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)	4
No. of part-time staff (16 hours or under per week)	6

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
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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	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	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	6
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
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.	<p>Maintenance Officer To co-ordinate and/or carry out repairs, maintenances, decorating, improvement works and health and safety, fire inspections in keeping people safe and in a well maintained environment.</p> <p>Care Administrator To co-ordinate all enquiries and admissions to the Home.</p> <p>Finance Team Managing staff salaries and co-ordinating payments to suppliers.</p> <p>Activities Organisers To prepare, facilitate and carry out an activities programme which encourages our citizens to live their lives as fully and safely as possible, keeping their minds and bodies active as possible.</p> <p>Training Manager To facilitate and carry out mandatory training, design personalised training programmes in discussion with senior managers and team leaders.</p>
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Filled and vacant posts	
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No. of staff in post	9
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>	
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Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	8
Manual Handling	9
Safeguarding	4
Medicine management	2
Dementia	3
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training Manager has completed the Level 3 Award in Education and Training (PTLLS)

Contractual Arrangements	
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No. of permanent staff	9
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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0