

# 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:	Arcadia Care Homes Ltd	
The provider was registered on:	20/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Aria Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/07/2018
	Responsible Individual(s)	Ali Al-Mufti
	Manager(s)	Fatoumata Jallow
	Maximum number of places	28
	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>Training Matrix via on-line provider allowing staff to complete majority of training in their own time, at their own pace, providing immediate certification. Matrix flags those in risk of being out of date in advance.</p> <p>Other training, First Aid, Manual Handling, etc, conducted in-house.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Improved company morale through award winning initiatives and a above average pay rates.</p> <p>Promoted internally for new Care Manager.</p> <p>Use of job boards, ie Indeed, for recruitment purpose, with greater focus on retention figures which were kept at 100% for first half of 2022, and still in high 90% range.</p>

## Service Profile

### Service Details

Name of Service	Aria Care Home
Telephone Number	01633857715
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?	34
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### Fees Charged

The minimum weekly fee payable during the last financial year?	850
The maximum weekly fee payable during the last financial year?	850

### 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?	Resident meetings to inform of planned events, redecoration and to obtain feedback. Noticeboard in communal area. Family meetings and surveys for feedback and comments.

### Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outdoor patio area, artificial lawn and secured with CCTV. Seating with parasols available, no hazardous terrain or steps.
Provide details of any other facilities to which the residents have access	Cinema room. Hair salon. Orangery.

### 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	Yes
List 'Other' forms of non-verbal communication used	Present items to residents for choice - i.e. plated options for meal times.

### 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.

<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>Liaise with residents and their relatives/advocates on ongoing care plan and changes to include them in any health or care related decisions.</p> <p>Daily activities plan where all residents are asked whether they wish to be involved in any group activities or not with choice respected.</p> <p>Residents wishes of where to spend their time is respected and noted in care plans, eg if they wish to retire to their rooms during the day.</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>Liaise with all HCP to ensure overall health is maintained and protected - including GP, dental, CPN, dietitian, optician, etc to allow residents to focus on enjoying personal relationships, quality of life, experiences.</p> <p>Residents are always encouraged to participate in events and take part in social activities, including enjoying meal times in dining area with other residents as part of overall experience. Choices are always respected, however Caregivers will always encourage whilst promoting choice.</p> <p>Internal and external activities are focused on stimulation for people with Dementia in an engaging and fun way, including weekly 'Memory Man' sessions, expert physical activity to stimulate blood flow and movement, and other activities to stimulate brain activity and inclusion.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has CCTV in communal areas to protect the wellbeing of all individuals and allow the home to review incidents to refer to Safeguarding if necessary.</p> <p>All bedrooms have sensors to alert team members to movement that may indicate a risk or fall.</p> <p>All care planning and medication is digitised to protect individuals through time stamped and digitally logged records.</p> <p>All staff are fully trained in person centred care, dementia training, emotional support, manual handling and de-escalation to ensure the maximum communication skills to build relationships with residents.</p> <p>The care home is fully key coded to protect residents from entering high risk areas, and to prevent entry into the building as well.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All bedrooms are of a good size with en-suite facilities to promote independence for residents.</p> <p>All rooms including TV and phone points, nurse call systems, seating areas and families are highly encouraged to bring in any personal effects or decoration that would be familiar to the resident.</p> <p>The use of sensors allow team members to be aware if a resident, for example, is not in bed at night that may indicate an issue, without being intrusive beyond routine nightly checks. The objective is to always promote independence for residents in their accommodation by providing care and support in the most discrete way possible when necessary.</p>

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) 24

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?	No
Deputy service manager	
Does your service structure include roles of this type?	No
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?	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	6
No. of posts vacant	1
<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	3
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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	8am - 8pm (days) x2 8pm - 8am (nights) x1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	11
No. of posts vacant	2
<b>Training undertaken during the last financial year for this role type.</b>	
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	3
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	11
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)	10
No. of part-time staff (17-34 hours per week)	1
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.	8am - 8pm (days) x3 8pm - 8am (nights) x2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	2
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
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	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)	4
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	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	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
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	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)	2
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

#### 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.	Admin HR

#### Filled and vacant posts

No. of staff in post	2
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	2
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	2
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0