## 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: | Ashville Residential Home Ltd |
| The provider was registered on: | 11/07/2018 |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider |

| The regulated services delivered by this provider were: | **Ashville Residential Home** | |
|---|---|---|
| | Service Type | Care Home Service |
| | Type of Care | Adults With Nursing |
| | Approval Date | 11/07/2018 |
| | Responsible Individual(s) | Nisha Done |
| | Manager(s) | Marcella Taylor |
| | Maximum number of places | 35 |
| | 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 | We have a policy in place for the support and development of staff We carry out a yearly training needs analysis All staff complete core training yearly where relevant to their role and to meet the requirements for registration of professional regulatory bodies. We maintain a written record of all training undertaken by staff and a training matrix which is kept under monthly review. We have clear expectations for each role within our home which we monitor performance against Job description. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | We have a robust process in place to support the wellbeing and development of our staff We have a policy and procedure in place for recruitment and robust practices for recruiting and vetting staff. We have processes in place for induction, training, development and ongoing supervision to support our team members We have a strong leadership culture, frequent use of feedback, including recognition of our staff members. We offer competitive salaries and a good work life balance. |

## Service Profile

### Service Details

| | |
|---|---|
| Name of Service | Ashville Residential Home |

| | |
|---|---|
| Telephone Number | 01443834842 |
| 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? | 46 |

### Fees Charged

| | |
|---|---|
| The minimum weekly fee payable during the last financial year? | 791.72 |
| The maximum weekly fee payable during the last financial year? | 1100.44 |

### Complaints

| | |
|---|---|
| What was the total number of formal complaints made during the last financial year? | 2 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 2 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Letters Quality Surveys Telephone |

### Service Environment

| | |
|---|---|
| How many bedrooms at the service are single rooms? | 34 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 3 |
| How many bathrooms have assisted bathing facilities? | 0 |
| How many communal lounges at the service? | 4 |
| How many dining rooms at the service? | 2 |
| Provide details of any outside space to which the residents have access | Patio Garden |
| Provide details of any other facilities to which the residents have access | Activities Room |

### 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 ensure that every individual using our service has a care and support plan that consults the individual, representatives to determine what matters to them; this is kept under constant review and includes the views of the person and their representatives. Where a person lacks capacity to make specific decisions around their care and support and they have no legal representative we will act upon in accordance with the Mental Capacity Act 2005. We encourage Active Participation in all aspects of our resident's lives, they are an active partner in their own care and support where ever possible. Our care plans discuss the individual's preferences, choices in how and when their care is delivered .Viewing our residents as a Whole Person underpins our core care values and our person centre approach puts the individual as the focus. Opportunities are available to take park in daily tasks and activities, opportunities for further learning and increased independence. Carers remain up to date with their training to ensure up to date knowledge of our person centred approach. |
| 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. | Personal care and treatment plans are detailed to inform and enable the staff to meet our residents health and support needs and to help them achieve their personal outcomes. Residents are listened too; they are supported to make choices. Staff recognises and respond positively to residents emotional needs, they understand behaviours and the support needed. Staff have meaningful interactions; they are positive and have caring attitudes towards our residents helping them to achieve their personal outcomes daily. Staff are appropriate trained to achieve positive well-being outcomes for our residents.<br>Active participation plays an important part in the delivery of our care and our carer duty is to actively encourage and support our residents to be an active partner in their own daily care and support. Resident are supported to maintain a daily healthy diet and fluid intake. |
| The extent to which people feel safe and protected from abuse and neglect. | We provide a service that ensures our residents are safe and are protected from abuse, neglect and improper treatment by working collaboratively with partners to prevent and take immediate action where abuse is suspected or identified.<br>We follow a robust recruitment process, all our staff receives training relevant to their roles at induction to understand their responsibilities to safeguard and protect vulnerable people. This includes internal and local safeguarding arrangement including our whistle blowing policy; this training is ongoing with yearly updates People using our service and their representatives are given information about safeguarding, how to raise a concern and what support is available to help them to do so.<br>The Management team have an open door policy we are open for individuals questions, complaints, challenges and suggestions. Our objective is to encourage communication.<br>We have an up to date safeguarding policy in place which are kept under review and is aligned to current legislation, national guidance and local safeguarding procedures.<br>We keep records of any evidence of any allegation, any action taken and any referrals made, this is kept under review and audited by the manager and the visiting RI. To ensure our resident have a voice we carry out care and treatment reviews will all our residents and their representatives, residents meeting and chatters session to gain feedback.<br>We will ensure that people living in our homes are informed of their rights to independent professional advocacy services and support them to obtain this service if required. |

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | Our accommodation provides facilities and equipment that are suitable to meet the needs of the individual using our service a s stated in our SOP.<br>Our home is suitable furnished, accessible, adequately lit, heat ed and ventilated.<br>Storage spaces are available. We take the views of our residen ts in to account when the home is being renovated, areas are b eing redesigned and equipment is being purchased.<br>The accommodation is kept internal and externally in good orde r and is of structural repair.<br>A service record file is kept up to date and reviewed to ensure all service safety checks are carried out in accordance with our health and safety Procedures to include mechanical and electri cal systems<br>Equipment is fit for purpose and kept under review<br>We have arrangements in place for immediate repairs needed and works arising are identified through our daily monitoring an d monthly audits.We have a yearly upgrade programme to ens ure our environment is well maintained. Security arrangements are in place to ensure individuals are safe and secure without c ompromising their rights, privacy and dignity.<br>This also included the exits and entrance into the accommodati on, which are secure from unauthorised access.<br>The outdoor space within the home is kept tidy, safe and acces sible to all our residents. |
| --- | --- |

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) | 42 |
| --- | --- |

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 |
| | 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.<br><br>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 | 0 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 1 |
| Positive Behaviour Management | 1 |
| 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? | No |

| Other supervisory 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 | 1 |
| No. of posts vacant | 0 |

| Training undertaken during the last financial year for this role type.<br><br>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 | 0 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 1 |
| 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 social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |

| 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 | 23 |
| No. of posts vacant | 3 |

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 | 6 |
| Health & Safety | 23 |
| Equality, Diversity & Human Rights | 0 |

| | |
|---|---|
| Infection, prevention & control | 23 |
| Manual Handling | 23 |
| Safeguarding | 23 |
| Medicine management | 6 |
| Dementia | 23 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 23 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Fire Training<br>First Aid<br>End of Life<br>COSHH<br>Pressure & Would Care<br>Catheter Care<br>Oral Care |

### Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 23 |
| 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) | 19 |
| 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. | 7am to 7pm = 6 staff working and one extra staff<br>7pm to 7am = 3 staff working |

### Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 23 |
| No. of staff working towards the required/recommended qualification | 5 |

### 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 | 5 |
| 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 | 2 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 5 |
| Medicine management | 0 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Dols<br>Fire Training<br>First Aid<br>End of Life<br>COSHH<br>Pressure & wound Care<br>Catheter Care<br>Oral Care<br>Needle Stick |

Contractual Arrangements

| | |
|---|---|
| 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.

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 4 |
| 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. | 7am to 7pm - 2 staff<br>7pm to 7am - 1 staff |

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 | 5 |
| 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 | 5 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 5 |
| Medicine management | 0 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Fire Training<br>First Aid<br>COSHH |

### Contractual Arrangements

| | |
|---|---|
| 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.

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 0 |
| No. of part-time staff (17-34 hours per week) | 5 |
| 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 | 5 |
| 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 | 5 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 5 |
| Medicine management | 0 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Fire Training<br>First Aid<br>COSHH |

| Contractual Arrangements | |
|---|---|
| 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.

| No. of full-time staff (35 hours or more per week) | 4 |
|---|---|
| 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 | 3 |
| No. of staff working toward required/recommended qualification | 2 |

| 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. | Handy Man<br>Administrator |

| 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 | 1 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Medicine management | 0 |
| 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 Training<br>First Aid |

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) | 2 |
| 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 | 1 |
| No. of staff working toward required/recommended qualification | 0 |