

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:	Aston Hall Care Limited	
The provider was registered on:	22/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Aston Hall Care Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/05/2019
	Responsible Individual(s)	Sunitaben Mishra
	Manager(s)	Claire Bullock
	Maximum number of places	43
	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	Staff receive initial in-house training and are supported to complete the All-Wales Induction Framework training. We support staff to get qualifications in Health and Social Care. We use a blended learning approach to meeting staff training needs. Training is mapped to the Welsh regulatory frameworks. Staff have an annual training needs analysis & a professional development plan. Training is embedding into practice via competence assessments, observations and discussion in team meetings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use a combination of local international recruitment facilitated by advertising using jobs boards and local social media combined with word of mouth. We have an overseas sponsorship licence & links with workers in India. We comply with the Code of Practice for International Recruitment. We use values-based recruitment augmented by ongoing support for workers via mentoring, supervision, and appraisal. In the last financial year our staff turnover was below 30%.

Service Profile

Service Details

Name of Service	Aston Hall Care Limited
Telephone Number	07908448151
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?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	750

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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?	Survey conducted online and paper based

Service Environment

How many bedrooms at the service are single rooms?	47
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	37
How many bathrooms have assisted bathing facilities?	3
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	Garden
Provide details of any other facilities to which the residents have access	Activity Room, Dining Room, Leather Lounge

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	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.

Statement of Purpose – Our SOP sets out the arrangements for people to have their voices heard and have a choice about their care, these include assessment, involvement in the personal plan development and review, engagement and quality assurance. Our SOP is made available to everybody who uses our service.

Assessment and personal planning - People are involved in the personal planning process unless there is a valid recorded reason (lack of mental capacity, it would be detrimental to their well being, or they do not wish to be involved). Everybody is supported to have a voice and we do this by assessing their communication needs and providing information in a way which meets this. If people are unable to be involved, then their voice is heard by someone acting lawfully on their behalf i.e. LPA for health and welfare / Court appointed deputyship for health and welfare or someone acting in the persons best interests. If there is no such person, then we make a referral for them to have advocacy support. In the last financial year, we supported 25 people in our service, of these:

- 13 were able to participate in the personal planning process.
- 8 were represented by someone acting lawfully on their behalf
- 0 were represented by an advocate

Care, support and opportunities – We assess people’s needs and preferences and work with people and/or their representatives to establish what matters to them. From this we develop outcomes with people/their representative. These outcomes are what we use to measure the success of the service we provide. All of the people we supported in the last financial year had/have outcome focussed support plans (personal plans) which they contributed as much as possible.

Engagement and Quality Assurance – We undertake engagement with people who use our service and/or their representatives as appropriate via; stakeholder meetings and surveys. We hold stakeholder meetings every 3 months, these are recorded and are facilitated by the RI and Manager. In these meetings we ask for people’s opinion on our service, we consult with them about how the service is run and our plans for the service. We carry out formal surveys every 6 months and we use these to inform the Quality of Care review. The RI undertakes 3 monthly visits to the service, this includes speaking to people who use the service about their views, these visits are recorded in Reg 73 visit reports and form part of our continuous improvement plan.

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.

We use a combination of personal plan reviews, engagement and quality assurance to ensure that people are happy and supported to maintain their ongoing health, development and overall wellbeing.

Personal plan reviews – all of the people we supported in the last financial year had review of their personal plans at least once every 3 months. These reviews focussed on whether we met their needs and preferences, managed risks associated with their care and support and the extent to which we met their outcomes. When the reviews identified areas where needs, preferences or outcomes were not met or risks were not managed, this triggered a review of the persons needs (provider assessment) and revision of the personal plan.

Engagement and Quality Assurance– our most recent survey of the views of the people who use our service and /or their (as appropriate) showed that 100 % of people rated their level of satisfaction and happiness with the way that our service supported their wellbeing our service as good , very good or excellent. Of these 92 % rated our service as very good or excellent. The same survey data shows that 85% of people rated the way we provide support or them to meet their needs as good, very good or excellent and 85% rated this as very good or excellent. The survey data is included in our 6 monthly Quality of Care Review reports.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We support people to feel safe and protected from abuse by making our safeguarding policy and procedures available to them in an accessible format. We have also undertaken some work via discussions and activities on what keeping safe means. Our personal plans also identify the risks associated with providing care and support to meet people's needs. Everyone who used our service in the last financial year has/had risk assessments as part of personal plans.</p> <p>Our most recent survey showed that 100% of people rated our service as good, very good or excellent for the question "I feel safe" and 100% rated this question as very good or excellent.</p> <p>Our most recent survey showed that 100% of people rated our service as good, very good or excellent for the question "I am supported to take risks and lead the life I want." and X% rated this question as very good or excellent.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our most recent survey asked people and/or their representatives (as appropriate) to provide their opinion on the following.</p> <p>"I have enough space to live the life I want." 100% rated this as good, very good or excellent and 100% rated it as very good or excellent.</p> <p>"When needed, there is always equipment available to help me be as independent as possible." .100% rated this as good, very good or excellent and 92% rated it as very good or excellent.</p> <p>"I feel that the environment is well-maintained". 100% rated this as good, very good or excellent and 85% rated it as very good or excellent.</p> <p>"I can access all communal areas of the service, including gardens". . 92% rated this as good, very good or excellent and 92% rated it as very good or excellent.</p> <p>"I feel that the environment is safe and I am not at risk of hurting myself." . 100% rated this as good, very good or excellent and 100% rated it as very good or excellent.</p> <p>"I have access to telephone, internet, Wi-Fi and other technology to help me communicate with people important to me." .85% rated this as good, very good or excellent and 77% rated it as very good or excellent.</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)	9
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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	1
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.	
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	

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?	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	2
Safeguarding	2
Medicine management	2
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)	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 to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	2

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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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	6
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	6
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.	
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)	6
No. of part-time staff (17-34 hours per week)	0
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.	Day Shift 8 am - 8 pm 1 Staff Night Shift 8 pm - 8 am 1 Staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	6
Other social care workers providing direct care	
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	3
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.

Day Shift 8 am - 8 pm 5 staff
Night Shift 8 pm - 8 am 2 Staff

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	7

Domestic staff

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
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.	
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	1
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