

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:	BANYAN CARE HOMES LIMITED	
The provider was registered on:	29/03/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	White Rose Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	29/03/2021
	Responsible Individual(s)	Shahnawaz Seehotoorah
	Manager(s)	Jayne Coburn
	Maximum number of places	32
	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>All staff complete mandatory e-learning courses and new staff new to care also complete the AWIF modules.</p> <p>All staff then must complete necessary face to face training training including manual handling, emergency first aid...etc</p> <p>We monitor all staff training through a training matrix.</p> <p>We also discuss training needs in 1-2-1 supervision and staff meetings and access specific courses for staff who need or would like further training.</p> <p>All staff are encouraged to do their diplomas.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We complete dependency model calculations every 3 months, where we ensure our staffing levels are meeting the needs of our residents.</p> <p>We benefit from a stable staffing team, but during the period a number of long serving team members left through retirement of personal reasons. We advertise on Indeed and always attract high volumes of applicants.</p> <p>We pay above market rate and look after our team to have high retention rates.</p>

Service Profile

Service Details

Name of Service	White Rose Care Home
Telephone Number	01443837183
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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Fees Charged

The minimum weekly fee payable during the last financial year?	725.64
The maximum weekly fee payable during the last financial year?	1085.84

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?	Regular quality assurance surveys and resident meetings

Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
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	Landscaped gardens patios front and back. Back garden is secure
Provide details of any other facilities to which the residents have access	In house gym Minibus to take residents on regular trips out.

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.

This starts with our initial preassessment when the staff member asked the prospective resident of White Rose themselves what their needs and preferences are. This is then incorporated into the care plan upon joining us.

These care plans are reviewed monthly and regularly with the residents themselves to ensure we are meeting the needs and preferences. Also gives scope to develop the care plan further.

I have sat with residents every week when I was working from White Rose. All residents I spoke to have given valuably positive feedback regarding their care and support, regarding if they feel we are White Rose listen to them:

- The staff are fantastic and are always happy to help
- The staff are so kind
- The staff spend time with me
- This is my home now and I'm not going anywhere
- I'm only doing so well because of those girls

• Many residents continue to say they are given choice in all aspects of their daily life, from what they want to wear, what food they have, what activities to do.

Formal resident quality assurance surveys were completed in the period, and this showed some very positive and improvement in feedback we received where I noticed an improvement in scoring in this round of QA's. All residents compliment the staff and felt they were treated with dignity and respect. They all feel included in the care they receive which is vitally important. We scored very highly on food, activities and standard of care. One area we did not score as well was the laundry service. These surveys were audited by manager for a higher-level review of the how we are performing for our residents. Previously residents made references to certain staff they were not fond of but these staff have since left our service.

Resident meetings are held by the activities coordinator and management. This gives our residents another opportunity to give feedback and ideas for what they would like in the home. Generally, all residents are very happy in the home. They are happy with the activities schedule in the home, and they have given some lovely ideas of places they would like to visit and new activities ideas. During the period resident meetings have been less often as the home did have a few covid outbreaks and sicknesses.

In passing I have spoken to a number of district nurses, GP's and other visiting professionals. All have given positive feedback about the quality of care delivered in White Rose. They have mentioned the staff are very knowledgeable.

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.

Person centred care plans are written for everyone in our care which incorporates their views and opinions. I have reviewed many of these and all are well written. We have become much more consistent with the quality of the care plans and we are now using the new support care plan module that guides you through all the necessary care plans and assessments etc. I want us however to be more standardised with implementing a formal minimum requirement for what is needed to complete a care plan.

Medication is relatively well managed in the home. Regular monthly audits and ad hoc weekly checks are in place to prevent errors from arising. The medication folder is organised and includes correct PRN protocols, pictures...etc and the MAR charts are being correctly signed. This shows the health and wellbeing of our residents are being managed by the home well. Manager has worked tirelessly with our seniors to train and monitor them as we did find more gaps in the MARs and count errors, but this has been quickly rectified.

Our residents have access to visiting health professionals in a timely basis. The home has a good working relationship with our GP, DN's, CPN... etc. I had regularly reviewed our professional notes on Carevision which details every visit. Often the visiting professionals will write on Carevision themselves which has proven to be a great tool. Dentists are often difficult to arrange for care homes, however White Rose continues to be fantastic in ensuring the dental needs of our service users are met by taking them to appointments regularly.

Upon speaking with our residents throughout the period, they all I have described how happy they are in the home and well supported they are. The residents speak very highly of the team we have at White Rose, where they feel the staff know them well and always feel well supported. I have observed residents being supported by staff to build friendships in the home, where staff regularly encourage residents to spend time together and do activities together. This ensures our residents have meaningful days looking forward to spending time together and its lovely to see a happy and engages group of ladies and gentlemen enjoying life together.

I continue to closely monitored staff in and outside of office hours. We have CCTV in communal areas throughout the home and this has brought an air of transparency in the way we work. Staff have been monitored in being kind, empathetic and compassionate to our residents.

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

Safeguarding starts through our recruitment process. Upon reviewing all new starter staff files, each person has a current DBS check complete and obtained 2 satisfactory references. During the induction new staff are given our safeguarding policy to read and acknowledge. All staff complete mandatory training in safeguarding, where the entire team has completed the training in the period.

Manager the manager has completed safeguarding referrals appropriately and timely, also with the appropriate CIW notification. Upon reviewing all safeguarding referrals, Manager already puts in place appropriate preventative safeguarding measures to which no referrals were kept open for long and social services were satisfied with how we reacted. 2 safeguarding's were raised by us, one for an unwitnessed fall that resulted in a hip fracture, and a medication issue by a senior staff member who was since dismissed for gross misconduct. All correct processes were followed to protect our service users.

No CIW complaints were received in the period.

On admission we complete equal opportunities form (on Carevision) for each resident, to ensure we identify any protected characteristics. We use this within the care planning process to prevent discrimination of our residents. Currently the home has had all white British residents mainly from Wales and a few from England. We have made many purchases of sensory activities to meet the needs of our residents with more advanced dementia, and they are enjoying pamper sessions with their hands. We are better meeting the activity needs of all residents in the home. We are at the end of a sensory garden project which will be enjoyed by the whole home.

Care plans are well written and in place for all residents. I have found though that some care plans can be more person centred regarding their specific communication needs for our more advanced dementia residents. Care plans need to be switched to the new support care plan module in Carevision as these are more informative and person centred

We assess staffing levels constantly and complete regular dependency assessments using an NHS care home model. We are always within the average area. The home rarely feels rushed or too busy, and residents never appear rushed. All staff are keeping on top of their mandatory training.

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

White Rose follows best practice guidance to ensure safe medication management. Staff who administer medication complete their administration of medication training, followed by 5 competency assessments and regular quarterly spot checks.

We employ a full-time maintenance person and a full-time maintenance manager who spreads their time between White Rose and our sister home Red Rose. They complete a series of weekly, monthly, quarterly, and 6 monthly tasks as a preventative measure to ensure we are compliant with health and safety. They both are part of the planning of bigger jobs and daily troubleshooting any issues that arises daily that require maintenance. External contractors are used to cover us for all our health and safety aspects of the home:

- Fire alarms, equipment and lighting
- Gas safe
- Electrical work
- PAT testing
- LOLER and servicing of liftin equipment
- Kitchen canopy clean
- Nurse call service
- Laundry service and clean of ducts
- Legionella

These are all kept on top of and organised by me and Manager, and any remedial works are actioned promptly. The environment and equipment is kept to a high standard and maintained properly.

Health and safety advice and policies are provided by ELAS and are contactable anytime.

We have continued to undertake significant work in the home to ensure we provide the best environment possible for our residents. We have improved lighting in all communal areas of the home by upgrading to LED daylight lights. We have also installed CCTV in communal areas which is has become a valuable tool for the safety of our residents. We are continuously redecorating all our communal areas and bedrooms. We have turned our 2 main areas downstairs to lounge diners which are much more homely and decorated nicely throughout.

Speaking with our residents in the period and looking at responses from our QA's all residents feel we provide a safe environment for them to live. All feel we respect their privacy and dignity, and this time round all the residents are complimentary of all staff.

We have a minibus on site and regularly take out our residents on day trips and shopping trips. All residents are offered, and we ensure not the same residents are always taken out.

All residents are consulted in to give us their views in decoration ideas and also what colours their bedrooms are if they are due to be redone. I am very satisfied with how the home is coming together.

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)	34
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As per our training matrix
<p>Contractual Arrangements</p>	
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
<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)	4
No. of part-time staff (17-34 hours per week)	3

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	7-7 days and nights 2 on days 1 on nights
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	15
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	7
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	as per our training matrix
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	15
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	

No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	7-7 days and nights day 2-3 night 2-3
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	5
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	6
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	as per our training matrix
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	5
No. of Fixed term contracted staff	1
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)	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
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	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	as per training matrix
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
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
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?	No