

# 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:	Bethshan Sheltered Housing Association	
The provider was registered on:	16/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bethshan Sheltered Housing Association	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	16/05/2018
	Responsible Individual(s)	Leslie Allen
	Manager(s)	Rachel Griffiths
	Maximum number of places	40
	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>Records are kept of mandatory training for all staff with expiry dates. Staff have been registered for online training courses provided by Newcross staffing agency. Progress is monitored by the administration staff and manager. The courses have included mandatory courses in Safeguarding, Fire Awareness, Food Hygiene and so on.</p> <p>Staff have received virtual training on the use of the CMS system from Person Centred Software.</p> <p>In-house manual handling training has been delivered.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Records are kept of staff employed and any shortages. Advertisements are placed in the local press and online, via the Indeed recruitment portal. Prospective staff are required to complete an application form and attend interview. Successful candidates must have 2 good references and a clear DBS check.</p> <p>On retention, the Manager operates an open door policy and is happy to discuss issues with staff. We pay at least the RLW and review pay at least yearly. Staff are paid for breaks and handover.</p>

## Service Profile

### Service Details

Name of Service	Bethshan Sheltered Housing Association
Telephone Number	01686610070
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service	
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	60
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	720.95
The maximum weekly fee payable during the last financial year?	1021.70

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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 newsletters and mailings; residents and family meetings with management and staff, both private and in a forum style. A subscription to the QCS Management System was made in March to make use of their stakeholder survey system going forward.

##### Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	40
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	There is a rear garden which provides a safe and attractive sitting area in pleasant weather and a venue for occasional outdoor activities, and is accessed from the ground floor. There are also two large decked areas, one on each floor, where residents can sit and enjoy the views overlooking the town and surrounding countryside.
Provide details of any other facilities to which the residents have access	There are two activities rooms, one on each floor, and a hairdressing room (currently being refurbished and updated). The activities rooms include kitchenette facilities, a piano and equipment for craft activities. The weekly religious service also takes place in one of the activity rooms.

##### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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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.

Residents, and their relatives and advocates, and external professionals were specifically asked the above question in a survey carried out as part of a quality review. 20 forms were returned from these groups. 25% of respondents felt that Bethshan is excellent in this regard; 94% felt that Bethshan is good or better; 100% that Bethshan is adequate or better. No one responded that Bethshan was either weak or unsatisfactory in this area. One external professional, who works with residents who lack mental capacity, responded to the survey. She adjudged Bethshan to be very good or excellent on questions relating to involving residents and their families/advocates in decisions about care and support, the resources available to provide high quality care and support, and the support provided to residents to achieve their individual goals and be as independent as possible. In the December 2022 CIW inspection report, it was stated that staff reported that they feel supported by the new manager. The new management have implemented regular meetings for relatives and residents, and staff meetings also provide an opportunity to raise issues. Staff are also now surveyed as part of the quality of care review process, and the new manager operates an open-door policy. The management have also been making efforts to improve care plans by making them more person-centred, and improvement in this area has been noted by external professionals. Personal care planning records are being improved by the introduction of a digital system (Person Centred Software). Bethshan needs to build on the positive feedback in this area, changing good or very good to excellent, by maintaining at least the required 6-monthly cycle of review and reporting, continuing to provide regular opportunities for stakeholders to make their voices heard, encouraging immediate feedback rather than waiting for quality reviews and scheduled meetings, and providing ways to encourage more external professionals to take the time to give their feedback.

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.

When surveyed on questions about how well we support their wellbeing, 15% of residents and their relatives and advocates and an external professional responded that Bethshan is excellent in these respects; 75% good or better; and 100% adequate or better. No one responded that Bethshan was weak or unsatisfactory in these areas. Staff care, courtesy and friendliness, the level of staffing, the standard of personal care, external visits as part of activities, the cleanliness of the home, the handling of concerns, and meetings with families were all complimented in the survey. In the last financial year, action was taken to improve the dining experience offered to residents. New staff, extra training for kitchen staff, new menus, and commissioning of improvements to the kitchen equipment for example. The latest stakeholder survey and positive comments from residents indicate the improvement that has taken place, and further improvements to the mealtime experience were planned with new dining tables placed on order. The ongoing training provided to staff at the home is varied and comprehensive, and targeted to the different roles of the staff. The latest inspection found that staff felt supported to complete training courses. Measures were taken by the management in the last financial year to further improve records of supervision, appraisal and training to ensure the continuing professional development of every member of staff at the home.

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

100% of residents, relatives and advocates, and external professional who replied to the stakeholder survey responded that Bethshan is good or better at keeping the environment safe and that risks to staff and residents are well managed. 3 of 4 residents who responded answered good or better to the statement "I feel safe"; the fourth ticked "adequate" - though responding "good" to the statement above. 96% of staff (all but one respondent, who added no details) felt that risks to staff and residents are managed at least adequately, 65% good or better. Health and Safety is taken seriously, and records show that equipment used by people is checked and serviced appropriately, and new equipment purchased as needed. Training in safeguarding takes place, equality and diversity training, manual handling and other necessary training for certain employees such as COSHH, though not all staff have records showing they completed the required training in the last financial year. This is an area of needed improvement in the coming year.

On whistleblowing, when staff were asked to judge Bethshan on the statement "I am encouraged to report bad practice and feel that I would be supported by Bethshan Care Home if I did", the most common response was excellent (36% of respondents) and 80% of staff felt Bethshan to be at least adequate in this respect. Further whistleblowing training will be carried out to improve these results. All policies at the home, including the whistleblowing policy, have been updated in the last financial year and are now managed and disseminated through an online management system.

Pre-employment checks at the home make sure staff are suitable to work at the home before they start work. This was made even more robust in the last financial year by the introduction of earlier notice of renewal for DBS checks, and additional questions added to application forms.

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

The home is clean and tidy, as evidenced from the 2022 inspection, regular visits by the RI, and comments and surveys of residents and their relatives and advocates. Rooms are personalised by residents and their families, and a rolling programme of decorating rooms began in the last financial year. Residents and families have reported that they like their rooms. Phase 1 of a refurbishment programme began in the last financial year, with, for example, purchase of new furniture, new windows, and a visit from a design team to plan the refurbishment of the communal lounge areas and reception area. These improvements are being phased to limit any disruption to the residents. A survey of residents and their families/advocates, and external professionals subsequent to the 2022 inspection showed that these improvements have been noted, and 17 of 19 respondents to the statement "I feel the environment is well maintained" adjudged Bethshan to be good or better (89%). 37% characterised the maintenance of the environment as excellent. Further improvements are planned including adding more interest to corridors for mobile residents. There are covered outdoor verandas with magnificent views over the town and surrounding countryside, and a garden area available to residents. There are two well equipped activity rooms with kitchenettes used by the activities staff with residents and for events such as the visit of local clergy to hold services, or parties to commemorate events. Under the new manager, and with the ending of Covid restrictions, supervised outdoor trips have resumed. A hairdresser visits the home regularly, and a hairdressing salon is currently being newly fitted out in the home. Access to WiFi, internet and other technology is available to stimulate and enable communication with relatives and friends.

100% of residents, external professional and relatives/advocates who responded to the statement "in my opinion the culture of Bethshan is one of promoting dignity, respect and compassion" felt that Bethshan was good or better in this respect.

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) 48.23

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.  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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	0
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety in Care Pressure Area Care Dysphagia Person-Centred Care Planning & Record Keeping Sepsis Awareness Professional Boundaries in Care	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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?	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.	
<b>Filled and vacant posts</b>	
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	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety in Care Pressure Area Care Dysphagia Person-Centred Care Planning & Record Keeping Sepsis Awareness Professional Boundaries in Care
<b>Contractual Arrangements</b>	
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)	3
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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
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	1
Health & Safety	9
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	5
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety in Care Pressure Area Care Dysphagia Person- centred care planning & record keeping Sepsis Awareness Professional boundaries in care
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	1
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)	5
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
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.	06:45 - 14:15 (early shift) Average no. of staff = 2 13:45 - 21:15 (late shift) Average no. of staff = 2 06:45 - 21:15 (early - late shift) Average no. of staff = 2
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	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety in Care Person-Centred Care Planning & Record Keeping Professional Boundaries in Care
<p>Contractual Arrangements</p>	
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)	1
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 - 2pm = 2 2pm - 9pm = 2 7pm - 9am = 1 9am - 7pm = 0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
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
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	33
No. of posts vacant	2
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	3
Health & Safety	13
Equality, Diversity & Human Rights	9
Infection, prevention & control	7
Manual Handling	13
Safeguarding	10
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety in Care Person-Centred Care Planning & Record Keeping Professional Boundaries in Care
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	4

No. of Agency/Bank staff	3
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)	23
No. of part-time staff (16 hours or under per week)	1
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 - 2pm = 11 2pm - 9pm = 11 7am - 9pm = 4 9pm - 7am = 4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	0
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH training Manual handling (for objects)
Contractual Arrangements	
No. of permanent staff	10

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	8
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance officer - carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.</p> <p>Finance Manager - manages and reports to trustees on the finance of the charity and has direct responsibility for payroll, invoices and ordering new equipment and refurbishment at the direction of the manager and trustees.</p> <p>Administrators - Reception of callers, administration of records (e.g. staff training), organisational tasks, payroll assistance, letters etc.</p> <p>Activities Coordinators - Leaders and organisers of events and activities for the residents.</p> <p>R.I. - Oversees the management of the home on behalf of the trustees, oversees compliance of the home with regulations, delivers regular quality of care review reports to trustees.</p>
Filled and vacant posts	
No. of staff in post	9
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	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	4
Manual Handling	1
Safeguarding	6
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH (Maintenance manager)
<b>Contractual Arrangements</b>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	6
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0