

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:	BKM LTD	
The provider was registered on:	03/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Millview Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/10/2018
	Responsible Individual(s)	Bikram Choudhary
	Manager(s)	Meriel John
	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	Training needs are identified by discussions at supervisions and by monitoring performance. Staff understand the requirements for continuing their development and are readily available for additional training pertinent to their job roles. We use a computerised system for the mandatory training for all staff, we access the SCWIP programmes, private training companies for specialist training and we utilise our LHB for some specialist nurse training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Regular meeting and supervisions take place to ensure staff are heard and issues or concerns are discussed. This support the staff have aids their retention. We do not use agency staff except for emergency nurse situations so there is continuity of care. Recruitment has been relatively smooth with one staff member replacing another when they are needed. Robust recruitment procedures are followed within the home and any recruitment is carried out via word of mouth from current staff

Service Profile

Service Details

Name of Service	Millview Care Home
Telephone Number	01443430014
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?	59
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Fees Charged

The minimum weekly fee payable during the last financial year?	710.00
The maximum weekly fee payable during the last financial year?	1263.88

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	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular residents meetings and the setting up of 'Friends of Millview' for families and friends to attend the monthly get togethers

Service Environment

How many bedrooms at the service are single rooms?	34
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	2
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	Large rear garden and a smaller tarmarked area at the front of the property
Provide details of any other facilities to which the residents have access	Hairdressing salon and conservatory

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)	Yes
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.

There are regular residents meeting held so all can contribute views, suggestions and concerns and we have a newly formed Friends of Millview group which enables families and residents to be involved in the development of the home. Care plans are reviewed regularly with resident and family involvement and all aspects of care is discussed. Ad hoc conversations with residents enables staff to personalise the care we give and to ensure opportunities are given to residents and we operate an open door policy which supports the interaction and empowerment of the people living here.

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 involve all outside agencies i.e. dieticians, chiropodists, opticians, SALT, dentist, OT's, mental health specialist and GP's to ensure the people who live here have access to as much support as we can offer. Good staff/residents relationships are vital and these help in identifying any emotional needs as residents will discuss any issues or concerns they have with staff. The activity coordinators within the home develop ideas to support hobbies and interests and ensure these hobbies are continued as per residents needs.

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

All staff within the home are DBS checked before commencement of employment and references are sought and verified. All staff also undergo safeguarding training which enables them to identify different types of abuse and the procedure for recording and reporting of any concerns. We would discuss with safeguarding personnel within the local authority and escalate if necessary.

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

Risk assessments are routinely carried out for people living here to identify any foreseeable issues to enable them to continue to live a meaningful life without taking away their choices. Care plans are person centred and person specific to individual needs ensuring people live as full a life as possible. The home is purpose build and therefore lends itself to people being able to walk freely. All bedrooms are private and the communal areas are accessible for all to use if required

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) 57

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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing safely - a course approved and validated by the Institution of Occupational Safety and Health , allergen awareness, basic life support, coshh, dat a protection, dysphasia, fire awareness, fluids and nutrition, MCA and Dols, working at heights

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?	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	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	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Managing Safely- a course approved and validated by the Institution of Occupational Safety and Health , basic life support, coshh, fire awareness, fluids and nutrition, legionella awareness, lone working, MC A and Dols

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?	No
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Nursing care 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	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mouth care, falls, defibrillator, dysphasia, lone working, basic life support
<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)	2
No. of part-time staff (17-34 hours per week)	2
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.	1 x CHAPS 7am -7pm day shift x 7 days
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4

No. of staff working towards the required/recommended qualification	0
Registered nurses	
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	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	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound care, Falls, mouth care, end of life care, parkinsons, pressure ulcer, dysphasia, fluids and nutrition, lone working, MCA and Dols, data protection
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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.	1 nurse x day shift 7am - 7pm x 7 days per week 1 nurse x night shift 7pm -7am x 7 nights per week
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	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support, data protection, dysphasia, fire awareness, fluids and nutrition, MCA and DoLS
<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)	4
No. of part-time staff (17-34 hours per week)	0
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.	1 x 7am to 7pm 1 x 7pm to 7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Other 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	29
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	11
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	29
Manual Handling	29
Safeguarding	29
Medicine management	29
Dementia	29
Positive Behaviour Management	0
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support, Data Protection including GDPR, diabetes awareness, dysphasia, fire awareness, fluids and nutrition, MCA & DoLS,
<p>Contractual Arrangements</p>	
No. of permanent staff	25
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	4
<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)	22
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
<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.	7 staff members x 7 days per week working 7am - 7pm and 4 staff members x 7 nights per week working 7pm-7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22

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>	
Filled and vacant posts	
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	0
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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support, COSHH, data protection, MCA and Dols, working at heights
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)	1
No. of part-time staff (17-34 hours per week)	4
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
<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	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	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	1
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen awareness, fluid and nutrition, dysphasia, COSHH, working at heights, MCA and Dols
<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
<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)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	Maintenance - employed for the day to day maintenance within the home and responsible for the checks that take place regularly for compliance. Activity coordinators x 2 - employed to enhance the social activities within the home and to support any residents that would like to retain previous hobbies and past times and to encourage the residents to be involved in anything that is happening within the home environment Administrator x 1 - invoicing and purchase ledger duties, answering the telephone and ensuring payroll has been processed
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mouthcare, IOSH, PAT testing, working at heights, Legionella, dysphasia, food and fluids, fire awareness, MCA and Dols, lone working
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	1
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)	2
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