

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:	BROOKSIDE CARE HOME Limited	
The provider was registered on:	12/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Brookside Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	12/02/2019
	Responsible Individual(s)	Darren Pomphrey
	Manager(s)	Alison Parker-Jarrett
	Maximum number of places	31
	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	All staff were given refresher training which was inserting onto up to date training matrix, new staff were placed on training and followed up by induction. If qualified staff felt they needed more training, staff were placed on classroom training until competent.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	As staff was informed that Brookside was closing a lot of staff left, new advertisements were placed on online websites, all correct details were acquired where needed, DBS in place and references all verified, adequate staff on every shift with supply of agency when needed. Currently low turn over of staff and staff morale very high.

Service Profile

Service Details

Name of Service	Brookside Care Home
Telephone Number	01874658393
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None at present, some of our key documents are translated in Welsh meeting Welsh Active Offer

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51
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Fees Charged

The minimum weekly fee payable during the last financial year?	710
The maximum weekly fee payable during the last financial year?	944.80

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?	arrangements were used by social media when events and changes were going on, posters throughout the home, contacted families via post, phone and email, 24 hour service if any other information was also needed. Face to face communication also used

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Residents have access to a large open area back garden and front garden, fences surround area to ensure resident safety
Provide details of any other facilities to which the residents have access	Residents have access to days out provided by Brookside staff such as going to Llangorse Lake and local cafe's. Local church provide social events which our residents are invited too. Family take residents out to places of local interest such as local garden centres.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>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.</p>	<p>Families complete 'This is Me' document for the resident, staff sit it down with the residents and ask how they would like their care and support so the opinion is heard. People who cannot speak for themselves have best interest meetings. Whenever a change is happening in the residents care plan, staff are to communicate with the resident and family to make them aware and happy with the changes. Person centered care in all approach and making the resident feel as safe and comfortable where needed. Personal choices and outcomes are discussed with the resident and included in these plans. Staff to explain to the residents on everything they plan to do and to make sure they get consent before continuing with their task at hand.</p>
<p>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.</p>	<p>Care plans are reviewed on a monthly basis. information from family to make the home most suited for the residents such as likes, dislikes, food, diet, beliefs, personal outcomes. Residents communicated with on a daily basis to make sure they are happy with their surroundings. keeping residents busy if they choose to do so with activities inside and outside. Doing events which involve family members also coming to the home. making sure the environment is suitable for them such as if a resident likes a quiet area to listen to the radio, the staff adhere to these choices to make the resident as comfortable and happy as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents are fully aware to report any concerns they may have, families can also raise any concerns they feel they may have. Person Centered approaches towards all residents, making sure to involve them in all daily activities, staff are to report anything they find as abuse or neglect to Nurse in charge. Staff have received training on Adult safeguarding Fully body checks are done on personal care and any new marks are reported to the nurse in charge immediately. Safeguarding policy is available for residents to read if they do have any concerns and don't feel any improvements have been made within the home</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Personals belongings in their bedroom to make it feel more homely. Choice of food, clothing and daily activities. Getting full information on the resident living in the home so staff can make the home as suitable as possible for them. Following the previous regime to adhere to their life before the home. Pre assessment completed and made sure they are suitable for the home and we can meet the individuals needs. Staff to not take away any of their basic skills and only assist and support them when necessary.</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)

29

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.	Catheterisation Challenging Behaviour Dementia End Of Life Falls Management Fire Safety First Aid Legionella Medication Mental Capacity/DOLS Dysphagia Person Centered Care Tissue Viability Awareness Sepsis
	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?	No
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?	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	22
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	15
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Challenging Behaviour Dementia Duty of Care End Of Life Falls Management Fire Safety First Aid Health & Safety Infection Control Legionella Medication Awareness Mental Capacity/DOLS Dysphagia Person Centered Care Pressure Ulcer Awareness Safeguarding
Contractual Arrangements	
No. of permanent staff	22
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)	13
No. of part-time staff (17-34 hours per week)	9
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.	6 day staff 7am/7pm 4 night staff 7pm-7am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	5
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
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	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.	Nurses are trained using online sources and classroom, end of life, Catheterisation Challenging Behaviour Duty of Care End Of Life Equality/Diversity Falls Management Fire Safety First Aid Legionella Mental Capacity/DOLS Dysphagia Person Centered Care Tissue Viability Awareness Sepsis
Contractual Arrangements	
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)	2
No. of part-time staff (17-34 hours per week)	3
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.	1 qualified nurse - 7am-7pm 1 qualified nurse - 7pm/7am
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
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.	COSHH, WORKING AT HEIGHTS, LEGIONELLA, FIRE SAFETY,

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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
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	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Legionella Medication COSHH Highfield's Food Safety Level 2 Manual Handling of Objects
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
<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>Staff Qualifications</p>	
No. of staff who have the required qualification	4
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.	<p>Administrator - assist in the daily information for the Registered Manager, answer emails and phonecalls, assist in timesheets and rotas, organize events and travels, order and pick up medication when needed, staff file recruitment, DBS and verify references</p> <p>Maintenance - maintain the home and wo any necessary works, complete daily, weekly, monthly audits, making sure home is running safe and keeping all documentation in date</p>
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	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.	Fire Safety first Aid Manual Handling of Objects CO SHH Legionella GDPR
<p>Contractual Arrangements</p>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<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