

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:	Caldey Grange Care Ltd	
The provider was registered on:	11/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Caldey Grange Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/09/2018
	Responsible Individual(s)	Darren Umanee
	Manager(s)	Amanda Brewer
	Maximum number of places	18
	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	Needs discussed at interview, on induction, during supervisions and appraisals. Any training needs identified during the monitoring of practice by senior staff. Staff encouraged to approach Training department if there is any training they wish to undertake. Completion of training matrix 6 monthly staff questionnaires Use of local authority training programme Use of external trainers for any accredited training Ongoing in house training programme
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment - Sponsorship of overseas staff Adverts within local press and social media 'Refer a friend' scheme Use of recruitment agency Retention – flexible working shift patterns, regular supervision and appraisals. Team building and social activities. Fixed rota

Service Profile

Service Details

Name of Service	Caldey Grange Care Home
Telephone Number	01834813819
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?

29

Fees Charged

The minimum weekly fee payable during the last financial year?

786.21

The maximum weekly fee payable during the last financial year?

811.21

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?

All families were given questionnaires regarding the running of the service within this time frame where important areas and aspects of the running of the Home are scored and also people are encouraged to make any suggestions they feel relevant or helpful to enable us to improve the service. As part of our yearly audit contact details for myself and manager are published in documents such as the Resident's Guide, which are all given prior to a residents using our service, within are details of our complaints procedure. Also around the Home details of our complaints procedure are displayed which encourage contact. As well as the Resident Guide we have a suggestion box in the Home and all our literature states that we value the open door approach that we have at the Home

Service Environment

How many bedrooms at the service are single rooms?

18

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

2

How many bathrooms have assisted bathing facilities?

3

How many communal lounges at the service?

2

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

The residents have access to a secure front and back garden both of which have been extensively redesigned with raised flower beds and artificial grass to improve the safety for our residents. The entrances and exits to both have been addressed for all. There is extensive seating in both the front and back garden. The raised beds are there for some that like to garden and plant their favourite flowers. The exits out of the gardens are fob coded for safety

Provide details of any other facilities to which the residents have access

Residents have access to all available around the Home as Caldey Grange has a vehicle which provides wheelchair access, this includes the Torch Theatre in Milford Haven, the shopping centre in Haverfordwest, trips arranged both locally at Sunnyvale Holiday Park in Saundersfoot and various locations, this includes Chester and Cardiff. Both Tenby and Saundersfoot are close by and there are regular trips to both. A resident has been taken swimming recently and entertainers visit the home on a weekly basis. The local church visit monthly and we receive visits from the priest. Hairdressing and podiatry visit the Home regularly

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.

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.

We ensure the above through asking people, through reviews, R.I. reports, bespoke individualised care plans which are person centred and consider goals and potentially positive outcomes and have robust review systems. We ensure that we have an approach that prioritises the individual using our service and that their wishes and preferences are met.
We support individuals who are able to make choices about their care and day to day life. Relevant information is provided at a level individuals can understand to enable decisions to be made. Power of Attorney/Advocates/Relatives and staff are involved routinely in decision making when a Best Interest decision has to be made for an individual lacking capacity.
We follow least restrictive practices to ensure the safety and wellbeing for those individuals who are subject to a Deprivation of Liberty Safeguards Authorisation.

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.

Prior to admission any prospective individual that wishes to use the services of Caldey Grange undergo a holistic assessment to ensure that we can not only meet their current needs but also any ongoing needs. From this a Personalised Plan is developed, including risk assessments which are reviewed regularly.
From the evidence of our Quality Assurance Audit it is evident that residents feel happy and are supported to maintain their health, development and overall wellbeing through various actions. All our staff are trained appropriately to meet the needs of our individuals and we have a good working relationship with other health professionals and services and will work with them to obtain the best possible outcome for our residents. Individuals are supported with hospital visits etc and we have our own transport if required.
We have planned activities and our staff always ensure the social needs of our individuals are met. Trips out are arranged, so some individuals have been on holidays with staff support away from the home.
Caldey Grange supports residents to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and encourages individuals to do the things that matter to them.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure the above through ongoing reviews and having a good knowledge about the individuals using the service. Good documentation, observation and vigilance. We have an open door ethos and encourage people to raise and discuss issues/concerns. We have relevant policies and procedures in place to ensure that individuals are protected from abuse and neglect including Safeguarding of Vulnerable Adults, Whistleblowing and Complaints which are updated annually.</p> <p>If appropriate, Deprivation of Liberty Authorisations are requested and staff use the least restrictive methods available to ensure safety of residents. We have robust recruitment policies and procedures and renew DBS checks every 3 years. Where required, all staff are to be registered with their relevant professional organisations.</p> <p>Staff have regular supervision where all are encouraged to speak and air their views. Regular training is offered and staff encouraged to attend outside of the normal refresher training. During Refresher training Safeguarding is extensively covered.</p> <p>Evidence from Quality Assurance Audit highlights that our residents feel safe at Caldey Grange and this was supported by relatives answers as well. Caldey Grange operates a locked door policy to ensure the safety of all our residents, those individuals who have capacity are offered a fob key to gain access in and out of the building if they wish.</p> <p>We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to and addressed, safety events are investigated and reported thoroughly and lessons learned to continually identify and embed good practice at all times.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Feedback from our questionnaire regarding the environment in Caldey Grange has been positive and our staff work hard to maintain the environment in which our residents live.</p> <p>Large parts of the Home have been purpose built and residents are able to walk with purpose but remain safe and choose where they wish to be. We operate a locked door policy to ensure the safety of all our residents. Those that have capacity are offered a fob key so they can enter and leave the Home when they wish to.</p> <p>We constantly invest in improving the Home and grounds. We have redesigned and developed new gardens to the front and back of the Home with raised flower beds for our residents to garden in or sit and relax, activities are also held in the garden during the warmer, dry weather.</p> <p>We have an ongoing maintenance program using both our in house handymen and outside contractors.</p> <p>Our housekeeping team ensures day to day cleanliness of the Home.</p> <p>We have bespoke, individualised care plans and we are constantly asking for the views of individuals that use our service</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15.60</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols Dementia interpreter training
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
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	0
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.	Miss SR is currently working as a Trainee Assistant manager and is currently working to achieve her Q CF 4 Oral care First Aid

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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	1
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral care Fire safety awareness First Aid QCF 3

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
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	5
No. of staff working towards the required/recommended qualification	1

Nursing care staff

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

Does your service structure include roles of this type?	No
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?	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	9
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	7
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	1
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF 2 & 3 Oral care Fire safety awareness
Contractual Arrangements	
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
<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)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff working within this role work either 12, 7,6 or 5 hours a day (8am-8pm,8pm-8am, 8am-3pm, 8am-2pm, 2pm-8pm or 3pm-8pm) During the day there is an average of 2 care staff working within this role plus a senior member of the team leading the shift. During the night, there is 1 care staff working within this role with 3a senior member of the team leading the shift
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	4
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	3
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	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	0
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.	All staff have carried out induction and relevant refresher training
Contractual Arrangements	
No. of permanent staff	2
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
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)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	4
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	0
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	Level 3 Supervising Food Safety in Catering
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	4
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance and DIY. We share a maintenance and DIY man with our sister home. We call him as and when we need him to see to any minor repairs we have in the Home. Any major works we will call in qualified tradesmen
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0