

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:	cerys robins	
The provider was registered on:	09/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Walker Road	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/08/2018
	Responsible Individual(s)	Cerys Robins
	Manager(s)	Cerys Robins
	Maximum number of places	3
	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>basically there is only me as staff,my family do support me. i am level 5 managers award i ensure that all refresher courses are undertaken along with this if i discover a need for additional or specialised training i undertake todo this along with of course shadowing and discussing relevant needs supervision problem solving. reading of relevant information regarding care homes and care services. Along with on line training specific to care i use the cardiff social training</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>regarding staff there is only myself i am supported by my other qualified and DBS vetted family staff There are arrangements in place ensuring that walker road is managed effectively if there was no manager at the service If there was not manager present for 28 days i will notify ciw and scw informing them . we do not use agency staff as we try to maintain minimal disruption to individuals receiving the service The s/u's enjoy the family feel to the service.</p>

Service Profile

Service Details

Name of Service	Walker Road
Telephone Number	02920218957
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
--	------

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	762.72
The maximum weekly fee payable during the last financial year?	881.51

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?	daily conversations with s/u's ensuring needs are met, weekly informal meetings with s/u ensuring needs are met, monthly formal meeting with s/u ensuring needs are met, questionnaires to s/u's quarter again to try to garner information and ideas as to how we can improve up how we deliver the needs care and support to s/u's Information from CIW after inspection as to how we deliver our service and improvements upon how we can safely deliver the care and support to our s/u's

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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	back yard enclosed
Provide details of any other facilities to which the residents have access	kitchen, 2 shared kitchenettes, hallway.

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

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.

I have personally written policies and procedures to ensure that I have a clear oversight of the governance of the home. I have written these to safeguard the individuals using the service, they meet Risca and they embrace the reason that the home was set up for.

Which was to steer away from institutionalisation and embrace a home within a home that listens to the voices of individuals and works to reach their individual needs and care.

Su's tell me they have never had it is so good and this home is their home.

Every service user has an individual plan that is based on their needs assessment and social care plan.

Daily staff discuss the needs and preferences with the s/u's ensuring individual choices are met.

weekly I touch base with s/u's informally ensuring that their week has gone as they wanted and enquiring of their plans and requirements for the coming week

Monthly we hold a formal care planning meeting with the s/u ensuring that the plans are working fully for each.

If there is any change then this is discussed documented and signed for.

If it is significant (away from care plan) then this is reviewed with social work team.

A full care review is held with me and s/u every six months

And annual with support teams

Every quarter questionnaires are distributed and s/u's are helping us with these.

We want to ensure that we are still striving away from institutionalisation and the care and service is delivered to the s/u at a pace that suits them, at a time that suits them, ensuring they are aware that they have control over the way that support is made available to them.

Specifically improvements are made with them in mind and their way of life is reflected within it.

I want to work with the questionnaires ensuring confidence with the individuals with their answers as to improving the outcomes for them.

summarising this, performances against the quality standards are upheld

It can be evidenced within the rights of people having a voice, that is heard and acted upon. With their expectations of care met

As they help us develop the plans that affect their lives.

I ensure that the SOP is being fulfilled and there are adequate staff that are trained competent and skilled at undertaking their role to ensure that at Walker Road everyone's rights are supported in the home, with a home that is built on mutual trust and respect.

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.

At Walker Road individuals are supported with their emotional and mental well being. Their personal development to maintain a healthy diet & fluid intake, to manage skin integrity (where required) support and maintain and manage continence, manage sensory impairment as appropriate, cognitive impairment, have an effective oral hygiene, dental health and of course supported appropriately during their last days of life.

Individuals are able to choose their own GP service within the catchment area.

We support them at gp/nurses appointments.

Nurses & Gp's have stated that they can see how well we care for the s/u's as does the practice manager, she knows how important it is that our s/u's are treated as individuals and with respect.

They all see the opticians who again like our set up at the home, and how we support the s/u's with their choices.

They are under differing dentists, opticians & consultants, psychiatrists, chiropodists, physiotherapists

All of the above is recorded in the individuals top to toe care plan system which is reviewed monthly.

Independence on a risk assessed basis is promoted and encouraged, but mainly the s/u's prefer to be supported at health appointments. Some refusing to go without my personal support due to fear of historical previous treatment, and will comment that the RI will sort it out for them and they feel safe when I am there.

We have developed good working relationships with external sources, surgeries and the links centre we want to continue to develop this for them.

Each illness or wellness that service user is challenged with I always try to ensure that I am informed enough to be able to continue to support them, and this is something that I will continue to build on.

summarising we want to continue to care and support our individuals

We know that they are happy & supported & enabled to maintain their ongoing health, their development and overall well being

Their health and welfare aims and dreams cannot be easily met if the above is not carefully monitored

We have medication policies and procedures that all staff are trained for, considering risk and enabling of individuality.

We go through the concerns of the s/u's and reassure and support them while they go through their differing health trials that they are faced with.

We have been there with them holding their hands, whilst having procedures to ensure the individuals peace of mind and also for the consultants.

Giving them the confidence to be well

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

The governance arrangements that are in place to support safeguarding of vulnerable people overarches our home to ensure that we are doing our best to protect our individuals

We have in place mechanisms to safeguard vulnerable individuals in our care.

All are updated and current, all wales safeguarding of vulnerable adults, liberty protection, safeguards complaints & advocates, policies and procedures.

From the above i have developed policies and procedures that ensure people using the service are protected from abuse, neglect and improper treatment ensuring the safety of the people using our home. Su's are able to raise any concerns and staff can access up to date safeguarding policies and procedures and are encouraged to download and access the Wales Safeguarding procedures app and refer to it. Along with training and discussion about vigilance when caring and awareness of abuse. All involved at the home are aware of their safeguarding and whistleblowing responsibilities.

Most of the homes policies and procedures are designed to protect individuals including, finances, restraint medication, staff training, staff vetting and recording, health and safety, cosh, rider to name just a few

All s/u's have a copy of our complaint procedure and advocacy services.

What we do well is have and spend the time s/u's need to continue to meet their needs as they want them. We need to continue to build on this and ensure that their care is being delivered as they need it.

We need to continue retrospective reflection to ensure that the home is run with this safety in mind.

Summarising, the safest place any individual should have is a home

At Walker road i have always strived for our individuals to feel that their home, is here with us.

Where they can feel safe and secure and relaxed with their own norms.

We have no unnecessary routines or rigid events that can cause conflict, we keep explaining why we are doing something

The individuals feel at home here

They know they are protected under the umbrella of support provided by the home.

They are aware of how to raise any concerns and or complaints (but usually come to me)

As we are such a small home our policies and procedures are literally developed around the legislations and the needs of each individual using the home. They are developed to support and protect each individual using the home.

Our service users know and feel safe within their home, that they have made at Walker Road.

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

There are numerous Acts and Standards that are in place to ensure that the s/u's live in accommodation that best supports their needs
 I ensure that these are actioned and upheld.
 The homes many policies and procedures are developed to protect individuals are based on the standards and acts.
 They are there to ensure that the s/u' live in a safe and stable home.
 I ensure that these are up to date and effective
 S/u's have plans that reflect the care required ensuring health professionals are accessed as well as emotional needs are met .
 I ensure that all staff are aware of their roles and all records are kept,
 I ensure that individuals are not deprived of their lawful liberty and staff are trained inline with guidance and legislation to understand their responsibility under the Mental capacity act and LIP S
 Individuals who use the service are confident that the service maintains their privacy dignity and confidentially they have agreed for us to inter agency share with individuals involved in their care for safer provision of care, but their human rights and data protection are fully upheld
 we recognise that each individual who uses walker road is just that
 Individual
 How each individual use their rooms and how they use the whole house is a mirror of what they want.
 I feel that we do this well.
 Each of the rooms in the home that the individuals use are as they have asked for, they are able to personalise and develop their rooms as they want with or without our help.
 After some discussions with individuals and staff and ciw we have held discussions to freshen up parts of the home that have cosmetic damage this can often raise peoples moods
 to summarise
 Walker road has been developed around the same s/u's over the last 25years
 As their needs change so does the home and its policies and procedures to ensure that we can safely continue to care for them.
 Along with updating of health and safety during these changes
 The environment is updated and upgraded due to these changes
 The home reflects the wants and preferences of each s/u within the regulated boundaries
 The homes smoke alarm system has also been updated to continue to meet the fire regulations
 The homes gas safety has been checked and also certified
 Staff are trained health and safety is forefront and the home is fully insured
 s/u;s continue to be happy and safe and well.

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)	1
--	---

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>	
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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
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?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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?	No
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.	i have family members who have supported me for the past 25 years who know the job roles well and trained and do so and have in depth hand over if there is a need for them to step in to my role.
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.	
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0