

# 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:	Chestnut House Healthcare Limited	
The provider was registered on:	13/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	White House Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	13/02/2019
	Responsible Individual(s)	
	Manager(s)	Debra Davies
	Maximum number of places	37
	Service Conditions	There are no conditions associated to this service
	Southern House Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	13/02/2019
	Responsible Individual(s)	
	Manager(s)	Gill Warren
	Maximum number of places	35
	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	Each employee completes all mandatory training upon job offer through citation on line training . We also have an outside a provider who completes practical training sessions (florenda). Upon start date they complete an induction programme , they then complete competencies in all person centred care and moving and handling , infection control and assisted feeding . The home completes one to one supervision and monthly meetings with staff
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home encourages professional development for all staff and offers promotion in recognition of care such as Champions , staff feel valued and appreciated . We advise for staff through indeed and local face book sites . Staff are praised in supervisions

## Service Profile

### Service Details

Name of Service	Southern House Nursing Home
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Telephone Number	01745833600
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	51
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	952.74
The maximum weekly fee payable during the last financial year?	1009.99

##### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	all advice in the statement of purpose and surveys completed

##### Service Environment

How many bedrooms at the service are single rooms?	34
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	17
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The residents have a patio area outside with a seating area
Provide details of any other facilities to which the residents have access	The residents have access to the quiet room , should they want some quiet time

##### 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No

British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Identifying body wash

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.

All residents have a comprehensive care plan package in place prior to admission with full consultation with the families, representatives, and outside professionals. These are then recorded in their care plans.

We have both male and female staff working within the home and the Residents individual preferences are documented.

The home promotes the Welsh active offer, encouraging staff to speak basic Welsh to residents whose first language is Welsh.

We have also employed both Welsh and English staff.

Equality and diversity is maintained towards staff and residents. We continuously monitor and improve our service via the Home's comprehensive Quality Assurance Programme and completing surveys that have been given to staff, residents, and families.

**COMMUNITY PRESENCE**

Services are provided as close to the individual's natural community as possible, so that the person is seen as a continued, integral part of that community. This is recorded in the care plan in a person-centred way.

**DIGNITY & RESPECT**

Each person is central to their own care planning and delivery process via the Person-Centred Approach to Care. Advocacy will be encouraged and can be arranged. CHCs are encouraged to complete annual reviews, social workers are encouraged to complete 3 monthly reviews, GPs are encouraged to complete their annual review and medication reviews.

**COMPETENCIES**

In many circumstances some of our Residents will have lost skills due to dementia, trauma, or illness. Services are designed to ensure that further skill loss, because of intervention, is prevented and that retained skills are enhanced. Staff are given new training to meet any needs of a new resident, whether it be challenging behaviour support, nutrition and hydration.

**RELATIONSHIPS/PARTNERSHIPS**

It is important to recognise that a person needs to maintain relationships despite changes to physical or intellectual abilities, emotional responses or because of old age. Services will be sensitive to the person's existing and developing relationships. This is in line with our Equality and Diversity policy.

**CONTINUITY**

Using the Person-Centred Approach, identifies that the Service user is treated equally and fairly and their care needs are being met by the home. This is reviewed in their care plan each month.

**CHOICE**

The service seeks to enhance the person's ability to exercise choice throughout the care process. It is recognised that they have the right to make an unwise decision and support will be given to aid

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.

A care plan package is formulated with full agreement from the resident, relatives, and professionals. Care plans are updated as and when needs change and reviewed once per month. We will continue to monitor and improve our services via staff meetings, auditing and our robust Quality Assurance Programme. Taking in to consideration any suggestions or ideas for improvement.

Regular reviews are undertaken with visiting professionals, such as Dols, social workers and GP. We also have a good professional relationship with dieticians, Occupational therapists and THE SALT Team.

An activities coordinator oversees events for each Service user to include social interests, hobbies, religious and cultural needs are being met.

The Home has a dedicated Activities Coordinator, who invests person centred social interaction.

We also have visits to the home from a chiropodist every 6/8 weeks

Feedback from residents, families and outside authorities is taken into account and necessary changes put into place. Reviews are encouraged via carehome.co.uk

We follow the end-of-life care pathway and the privacy, dignity and wishes of the Service user and families are respected.

All staff within the home follow the Policies and Procedures and a training programme is in place.

A smoking area is outside under-cover for the residents who enjoy a cigarette.

Individualised activities depending on Service user interests and capabilities are on offer each afternoon.

Southern house has a range of indoor activities, including, various board games, craft materials, .

We often have 'theme' days and the menu is altered for that day to link in with the theme (i.e., Chinese, Indian and Polish) which complements specific celebrations such as Christmas, Halloween, etc. We celebrate current events as well as national holidays and festivities.

We offer spiritual adaptations that are included in the care plan and make arrangements for a priest to come in to the home for Holy communion. Diets and religious needs are also upheld by the home.

Southern house operates an open visiting policy, and we can accommodate visitors at any reasonable time. We don't ask families to book in, but just turn up. We also encourage families to take their loved one out in a wheel chair as we feels this builds relationships.

Staff are to read all the homes polices and procedures on induction, including in these are their codes of condure. These are signed that they have been understood.

Residents are always encourage

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

Each bedroom has a lock to ensure privacy. Residents are asked if they would like a key to their room on admission. Southern House has a central heating system and opening windows for ventilation. Emergency lighting is in place alongside a comprehensive fire and call bell alarm system. Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis. A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs, and a comprehensive nurse call alarm system. The downstairs area is secure with digital locks placed on the entrance (front). Regular reviews are held with the funding authorities, and outside professionals when required. Residents are empowered to make decisions for themselves staff are trained in maintaining independence. Preferences with regard to personal care are documented and implemented, in the care plans. The complaints procedure and who to contact if you are not satisfied with the service are included in the Service user guide and statement of purpose. Close links are developed with the resident, relatives, and friends to ensure that their needs and wishes are catered for. Advocacy services are sought if the Service user has requested one. We continually monitor and assess Southern House via our comprehensive Quality Assurance Programme and reviews. Complaints are dealt with in a sympathetic and correct manner. Incident/Accident/Near Miss forms are completed and monitored daily. Updated with a risk assessment being implemented. Further notifications i.e., Regulation 60, safeguarding referrals are made as required. Incidents/Accidents/Near misses are audited monthly, and any themes, occurrences, or patterns looked in to, following a lesson learned approach. Further measures are then put in place and actioned accordingly, to minimise further risks. The home works closely with Conwy and Denbighshire Safeguarding Team and the Manager will discuss any potential safeguarding issues and implement any changes as required. Southern House are open to new ideas and working practices which will benefit the people who live here. Both positive and negative feedback are evaluated, and changes are made as necessary. Staff supervision takes place every 8/12 weeks, any issues raised are dealt with in a timely manner. The home continues to work closely with the authorities and will request reviews where necessary and take any action.

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

Southern house is a specialist home for people with nursing needs age 55 upwards The service has been in operation since October 2000. There is a qualified nurse in the building 24/7. The home specifically meets the needs of people who exhibit behaviour that challenges residential care, and who may not be able to be cared for at home or in settings such as other care homes. The home offers nursing support including end of life care and nursing needs. The home provides a warm atmosphere with the emphasis on the fact that this is their 'home'. We promote a calm, relaxed environment within the home and staff maintains a high degree of vigilance around the expressed and non-verbal indicators displayed by residents. We have a Statement of Purpose/Service user Guide for current and prospective residents. This is available in Welsh if required and given to either the residents or their families upon admission. Each Service user is actively encouraged to choose their own colours when it comes to decorating their room. They are able to bring or purchase their own furniture if they wish. When decorating the communal areas, all residents are consulted and their wishes are taken into account.

The skill mix of each shift is looked at on a regular basis to ensure that experienced staff are on duty to support the newer members. We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required. Supervision is carried out every 8/12 weeks and on request. Any issues brought up within these sessions are dealt with in a timely manner. We try to promote a calm relaxed environment at all times within the home. We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required. We gather feedback from families, friends and outside professionals via questionnaires, meetings, e-mails and verbally. We continually monitor and improve our service via Service user and Staff meetings, auditing and minutes and records of the audit are kept in the Managers office. We have a robust Quality Assurance programme and this is monitored by the Regional Manager, any improvements required are added to an action plan and addressed accordingly.

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)	42
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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	3

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	52
Health & Safety	52
Equality, Diversity & Human Rights	52
Infection, prevention & control	52
Manual Handling	52
Safeguarding	52
Medicine management	7
Dementia	35
Positive Behaviour Management	35
Food Hygiene	52
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nutrition and hydration , fire awareness, first aid, covid , candour of duty , assisted feeding . Person centred care Health and social care level 5 Leadership and management level 4/5

#### Contractual Arrangements

No. of permanent staff	42
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)	18
No. of part-time staff (17-34 hours per week)	24
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	1

Deputy service manager

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Death verification. Syringe driver , taking bloods, wound care , end of life care, nutrition and hydration , dssi training assessing swallow
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	7
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)	7
No. of part-time staff (17-34 hours per week)	7
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.	8am to 8pm and 8pm to 8am . 8am to 6pm



Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	7
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life care , bloods, pain management.
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	7
No. of part-time staff (17-34 hours per week)	0
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.	8am to 8pm 8am to 6pm 8pm to 8am
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>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
<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.	leadership and management, care planning , first aid, fire awareness , person centred care
Contractual Arrangements	
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
<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)	0
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.	8am to 8pm 8pm to 8am

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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?	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.	
<b>Filled and vacant posts</b>	
No. of staff in post	12
No. of posts vacant	12
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
<b>Contractual Arrangements</b>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4

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	0
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NURTICIAN AND HYDRATION , PUREED DIETS
<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)	4
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: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	4

No. of staff working toward required/recommended qualification	4
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	White House Residential Home
Telephone Number	01978358925
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh hindi Telgu Hlndi Punjabi

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	67
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	688.72
The maximum weekly fee payable during the last financial year?	981.66

##### Complaints

What was the total number of formal complaints made during the last financial year?	7
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?	Throughout 2022 and up to 2023 March the home mainly relied on emails sent out via Home Manager, newsletters, direct telephone calls from Home Manager, Administrator and senior carers. Quality Assurance questionnaires Feed back forms Concerns/ compliment slips available in porch entrance to home User Service Guide available during enquiry stage through to admission statement of purpose brochure facebook page CIW Inspection reports on display in the porch area of the home

Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The White House Care Home is set in a pleasant leafy location on Grove Road in Wrexham. It was previously a Doctor's residence until it became a private family home. It was then redeveloped into a care home which is respected in Wrexham town. It is an ideal location for visitors as it just a five-minute walk from the centre of Wrexham. We have a large garden area
Provide details of any other facilities to which the residents have access	We have a car park at the front of the building and the interior garden at the side of the care home has green artificial grassed area with seating areas and planters There is a mock public house in the garden and residents are encouraged to use this. There is a slope from the new lounge and Orangerie to this area of the garden which is surrounded with trees and wildlife We have mock Wrexham shops on one side of the garden

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)	Yes
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>We offer support to persons who may need help with living and every day needs.  An assessment will be carried out by our Manager or Deputy manager for the person requiring the care and this ensures that we will be able to manage their needs appropriately and suitability to the home. All staff at The White House have received relevant and up to date training to support our individuals living at the White House. This is a continuous task with the updating to meet legislation changes. Staff are continually undertaking Dementia, Mental Health and Mental Capacity training, managing conflict and challenging behaviour, first aid and end of life training. We are continually researching on the delicate subject of dementia. The training also enables staff to have an insight into meeting resident's needs and in some cases pre-empting needs. Consequently, developing a good relationship with our residents and ensuring that they receive the best care. Staff undertake Dementia care courses on a regular basis.  Our manager is trained to level five Leadership for Health and Social Care and a Diploma in Dementia and Six Steps end of life care champion which is practiced within the home. There is ongoing training for challenging behaviour and all other mandatory courses and study. Whenever there is training our staff will be trained to update their skills. Our age range under RISC is from 18-100+ but we tend to place citizens in our home who would fit in with the current residents.</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>Pictorial choices, promoting independence, encouragement to have voice and control over their lives and we will continue to improve the way we can do this for your loved one. Pictorial menus are used for the benefit of the residents to enable choices of food. This empowers residents to make choices and enables them to feel valued.  We have a Welsh word of the month for staff and residents to learn to try to enhance the Welsh Language within our care home in Wrexham  "The state of being comfortable, healthy or happy" = being safe, having somewhere suitable to live, being involved in decisions that impact your life. Having friends, being part of good strong communities. Having every chance to do well in education and feeling good about your life. For adults to be able to work! Equality and diversity and choices!  To ensure that each person's rights are always upheld and respected, regardless of their religion, culture, race, sexual orientation, political affiliation, marital status, disability, age, transgender or colour, to allow their choices  To ensure that each person is treated as an individual and to recognise that their needs, personalities, values and beliefs will all be individual to them. Down to choosing their own clothes and what they like to eat = empowering. Person centred care, again, Their Choices!  As previously mentioned, to ensure that all individuals are given the power, right and liberty to make choices for themselves wherever possible and where there are any limitations, they will only be made in the best interests of the person at all times. Our residents will be able to choose their own preferences in life. This enables the individual choice and not always the right one, sometimes risks are good! but we can respect and guide to good care  Our corridors are user friendly promoting independence for everyone living at the White House. We have two staircases leading to the first floor. There are gates at the top and bottom one with staircase with key pad lock to ensure residents safety. The other staircase has a chair lift fitted and this stairs is decommissioned to use the lift only for an emergency measure when if the main passenger lift became defective. The main lift is situated in 'Ty Mawr' dining room which will take you to the upper floor. On the first floor there are ten bedrooms, two front facing which are larger in size with pleasant views to the garden and surrounding area. This area is known as 'Belle Vue Park'.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To ensure that we increase the spiritual, political, social, educational, gender, or economic strength of individuals. We strive to make resident feel more confident and have better self esteem within and feel more assertive. An advocate can be arranged to ensure they are making the right choices in life. This can either be done on a private basis or through the Council Local Authority.</p> <p>Staff are encouraged to whistle blow on any poor practice and regular night visits and checks are made on the team. The team have regular DBS and training with safeguarding being upmost in their minds.</p> <p>We offer support and assistance to individuals with their personal care needs in a non-obtrusive way and encourage independence wherever possible. Individuals have a choice as to how they prefer the support we offer for example a bath, a shower or a full body wash. This support is offered in the privacy of the person's own bedroom and/or en-suite and where communal bath rooms are used, dignity and privacy are upheld at all times. Cognitive spectrum disorder is looked at in The Whitehouse from the early onset stages to moderate to a certain degree.</p> <p>The skill mix of each shift is looked at on a regular basis to ensure that experienced staff are on duty to support the newer members.</p> <p>We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required.</p> <p>Supervision is carried out every 8 weeks and on request. Any issues brought up within these sessions are dealt with in a timely manner.</p> <p>We try to promote a calm relaxed environment at all times within the home.</p> <p>We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required</p> <p>To ensure that a person's privacy is protected as much as possible, Dignity to be upheld with the consideration for the resident that whilst the delivering of personal care is in the process, for us to maintain their dignity and privacy with the respect they deserve. Also, The Whitehouse is aware of GDPR when dealing with everyone's personal details and information about their care arrangements and permission will always be sought before giving away details of you and your loved one.</p> <p>CCTV is used in the exterior of the building</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>To ensure that a person's dignity is upheld at all times, giving a sense of self-respect and self-worth. Remembering at all times that a person's dignity is a sense of worthiness and self-esteem for them. Therefore, staff are trained to respect their dignity. Staff are encouraged to whistle blow on any team member who appears to not practice this correctly</p> <p>We hold residents and family meetings every first Wednesday of the month for families to discuss any problems</p> <p>we regularly check care plans 1 -3 monthly and anything outstanding or new is actioned. Activity coordinator ensures that hobbies and activities are maintained and celebrations of specific days.</p> <p>We are maintaining links with Wrexham FC for local residents to still enjoy the football and the presence of 'The Turf' mock pub to enjoy</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>19</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.

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	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	dementia training was completed November 2021 1 0 completed understanding conflict was November 2021 and it is a 3 year course (PB Management) NCA Fire safety equality and diversity and inclusion food and nutrition safeguarding falls management oral care catheter care dignity ladder training legionnaires chronic oedema/lymphedema wet leg ulceration six steps end of life training care planning the riser (training on new equipment to assist some one from the floor) duty of candour caldecott principles administration and safe handling of meds covid coshh fluid and nutrition record keeping in house training whistleblowing part 5 safeguarding	
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
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	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>We complete training that is offered and take up training from Citation and from Wrexham County Borough Council training site. We also take training from BCU regularly</p> <ul style="list-style-type: none"> <li>first aid</li> <li>MC</li> <li>Equality and diversity and inclusion</li> <li>food and nutrition</li> <li>safeguarding and part 5</li> <li>fire safety</li> <li>falls management</li> <li>oral care</li> <li>catheter care</li> <li>ladder training</li> <li>legionnaire</li> <li>chronic oedema/lymphodema a wet leg and ulceration</li> <li>training of six steps and Manager is the champion on this for the home</li> <li>training for 'riser' lift to pick residents up from the floor</li> <li>caldecott principles</li> <li>administration and safe handling of meds</li> <li>continence and pad care</li> <li>covid</li> <li>coshh</li> <li>fluid and nutrition</li> <li>record keeping in house</li> <li>whistleblowing</li> <li>understanding conflict</li> <li>understanding hazards for domestics</li> <li>understanding conflict management training was completed 2 years ago 13 in 2021 and 1 in 2022 this is a 3 year course</li> </ul>
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<b>Contractual Arrangements</b>
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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

<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>
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No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<b>Staff Qualifications</b>
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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

<b>Other supervisory staff</b>	
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Does your service structure include roles of this type?	No
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<b>Nursing care staff</b>	
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Does your service structure include roles of this type?	No
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<b>Registered nurses</b>	
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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?	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	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	any other training pertaining to the role can be met with our trainer can be met on line with citation or WCBC or BCU
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)	3
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.	8-8 am day shifts and night shifts
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
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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
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No. of staff in post	12
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No. of posts vacant	3
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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	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	33
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	with trainer and in house training and BCU WCBC and citation

Contractual Arrangements
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No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	557
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	27
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff
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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.	8-8 days 8-8 nights 0600 - 12pm 5pm to 11pm these were to assist the day and night carers with bed baths, showers, taking residents to bed and waking hours
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	1
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	1
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	1
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	trainer comes to the home for all mandatory and we use online for the rest of the training
<b>Contractual Arrangements</b>	
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)	0
No. of part-time staff (17-34 hours per week)	4

No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	6
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	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fluid and nutrition and fire safety basic life support understanding review of falls risk assessment (hydration) assertive communication record keeping 2 x whistleblowing GDPR x 3 coshh covid caldecott principles and duty of candour
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)	0

No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
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.	activity coordinator handyperson
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ladder training legionnaires basic life support record keeping covid and they also have the use of citation training and WCBC
Contractual Arrangements	
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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0



Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0