

# 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:	CPI Care Limited	
The provider was registered on:	20/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	CPI Care ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/02/2019
	Responsible Individual(s)	Keith Jones, Andrew Chess
	Manager(s)	Tina Morgan
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Centrica Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/02/2019
	Responsible Individual(s)	Keith Jones, Andrew Chess
	Manager(s)	Lian Lillie
	Maximum number of places	7
	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	A mix of direct face-to-face training and e-learning was provided in conjunction with our parent organisations of Fieldbay and involve . The training syllabus was designed by a central training department and took into account Welsh statutory requirements. The training was delivered by a local training officer and specialist staff such as occupational therapists and positive behaviour support practitioners. All training staff have a relevant accredited qualification.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff were recruited centrally via our People and Culture team based in Swansea. Recruitment checks were conducted by this team while interviews were conducted locally by the appropriate manager. Until an audit of documents was conducted and found to be accurate, employees were unable to begin. On rare occasions, a risk assessment was conducted. Leavers interviews were conducted and the information was aggregated and subject to thematic analysis. All staff files were audited during the year.

## Service Profile

### Service Details

Name of Service	Centrica Lodge
Telephone Number	01633258011
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages are used.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	783.22
The maximum weekly fee payable during the last financial year?	783.22

##### 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?	Every year we reach out to families and friends of the people we support to gain your views on the support we are providing. This enables us to shape and change our ways of working so that your loved one can receive the consistent and reliable care they deserve. The last survey was in October 2022.

##### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
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	There is a garden at the rear of the building which has a sitting/dining area. This is maintained by Newport Council.
Provide details of any other facilities to which the residents have access	The home provides a wheelchair-adapted vehicle.

##### 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.

At Centrica Lodge, we actively listen to the people who stay with us both during the assessment prior to their stay and when they attend for respite. As a respite service, it is difficult to have regularly recurring meetings with the same group of people as would be the case in a traditional residential care home but we do try to ensure that overall, people feel that their voices are heard, they have choices about their care and support, and opportunities are available to take part in collaborative decision-making and regular check-ins. By focusing on these key areas, you can help to create a supportive and inclusive environment that meets people's needs and empowers them to take control of their care and support.

We have redecorated and furnished the building taking into account feedback from people who attend for respite.

We have provided an adapted vehicle so that people can maintain a community presence and enjoy leisure opportunities during their stay.

Centrica Lodge was visited by commissioners who completed an independent audit of the service in 2022.

We conduct annual surveys to gain anonymous feedback from users of Centrica Lodge and from the staff who support them.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We are only involved in people's health and well-being in an intermittent and transient manner as they do not stay at Centrica Lodge for long periods of time. We encourage people to adopt healthy lifestyle habits such as regular exercise, healthy eating habits, getting enough sleep, and managing stress. This advice is based on information collected prior to coming to stay and often forms part of the care and treatment plan provided by social services. We always ensure that our internal support plans are aligned with the CTP.

We also have access to the Fieldbay multidisciplinary team who have provided guidance on mobility issues and exercise. Fieldbay has also provided practical training on moving and handling, Positive Behaviour Support, and a range of other training. All staff providing support have been given a full induction and have undertaken learning that is matched to the all-wales framework.

All staff have a six-month induction booklet that requires that competencies are signed off weekly and thereafter also receive regular supervision at least every 3 months. Supervisors are given training in the supervision process and in the setting of performance and learning objectives.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in the safeguarding process, mental capacity, and diversity. This includes:          Recognising signs of abuse, knowing how to report concerns, and understanding their role in safeguarding. Understanding cultural differences and promoting equality and diversity in the workplace.          Understanding mental capacity to ensure that they are providing appropriate care and support to individuals who may have difficulties with decision-making.</p> <p>We also educate staff about the signs and symptoms of abuse and neglect so that they can recognise and report it.</p> <p>If abuse or neglect is suspected or reported, we intervene promptly and effectively. Initially, this will be by making a safeguarding referral and if appropriate submitting an online report to CIW. If so instructed we may also conduct an internal investigation that will result in recommended actions being taken to mitigate the abuse. We also provide immediate support and protection to the victim and take appropriate disciplinary action against the perpetrator.</p> <p>All incidents are logged on the electronic care record and reported in real-time to managers of the service. These are also recorded centrally and reported in the annual report to CIW.</p> <p>Staffing is adjusted according to need and fluctuates with demand on a seasonal basis. Absences are covered by redeployment within the company to maintain consistency but agency staffing is sometimes used in conjunction with regular staff.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Centrica Lodge is owned by Newport Council and is maintained by Newport Norse. An annual budget is allocated to the registered manager for replacing furnishings and electrical items. Field bay has also gifted some items of furniture to make the environment more homely. The entire budget for 2022 was spent during the year.</p> <p>People who visit are encouraged to bring personal items with them and locked cupboard space is available in each room.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The manager is currently training towards QCF level 5.
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
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?	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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	Staff have all received training on cleaning and follow cleaning schedules.
<p>Contractual Arrangements</p>	
No. of permanent staff	7
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)	1
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.	9 am - 9 pm / 9 pm-9 am / 9 am - 5 pm / 9 pm -Sleep-9 am Average staffing level days = 2 SW + Manager (Staffing depends on occupancy)
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Domcare@Fieldbay (East)
Telephone Number	01495240010
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?	45
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	17.56
The maximum hourly rate payable during the last financial year?	19.00

##### 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?	An annual satisfaction survey is conducted. Complement and complaint forms are at all services. Regulation 73 visits are conducted. Managers and other MDT members from Fieldbay frequently visit the services and are trained in safeguarding as are all support workers. Group events are held to which all people who use the services are invited.

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	Yes
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.

As the Responsible Individual, I prioritize regular visits to all the homes, ensuring that I personally engage with each individual we support at least once a month. In fact, some homes receive more frequent visits from me. During these visits, I make it a point to know each person by name and actively inquire about their lived experiences. This personal connection allows me to gain valuable insights into their needs, preferences, and overall well-being.

Furthermore, the Manager of our service, along with deputy managers, demonstrate their dedication by visiting homes on an almost daily basis. They serve as strong advocates for the individuals we support, ensuring their voices are heard and their rights are upheld. Additionally, whenever a particular need is identified, we proactively make referrals to our own Multi-Disciplinary Team. This includes accessing specialized support such as Positive Behaviour Support, Physiotherapy, and Occupational Therapy to address individual requirements comprehensively.

In order to facilitate the annual review of support plans, we maintain open communication with the NHS and social services. This collaborative approach ensures that the support provided is subjected to regular assessments and necessary adjustments to meet individual needs effectively. By actively engaging in this dialogue, we keep the support plans up-to-date and aligned with the ever-evolving needs of each person.

During these annual reviews, we ensure that key stakeholders are involved. The service leader of the home and our assistant social worker are minimum attendees, actively participating in the review process. Moreover, we extend invitations to relatives, encouraging their participation and input. We also respect the wishes of the person being supported, and with their consent, we share pertinent information about the care and support we provide.

Through these efforts and collaborations, we strive to ensure that the support plans remain person-centered, responsive, and reflective of the unique requirements and aspirations of each individual we have the privilege to support.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We maintain electronic care records that are accessible to managers within Domcare@fieldbay. These records serve as a comprehensive resource for information regarding the care and support provided to individuals. In the event of accidents or incidents, each occurrence is assessed for severity, and an email notification is automatically dispatched to both the manager of the service and myself as the Responsible Individual.

To ensure accurate and up-to-date documentation, our dedicated staff use tablet devices to record the details of care in real-time. This approach enables efficient monitoring and facilitates effective communication among the care team.

In recognition of the importance of overall health and well-being, we ensure that all the individuals we support are registered with a General Practitioner. As part of their care, we request annual health checkups.

We communicate with the NHS and social services to ensure the ongoing effectiveness of care and support plans. We work closely to ensure that the plans are regularly updated, aligning with any changing needs or circumstances. When necessary, we make referrals to our own Multi-Disciplinary Team (MDT), drawing upon specialised services such as Positive Behaviour Support, Physiotherapy, or Occupational Therapy.

In the unfortunate event that an individual we support requires hospitalization, we take proactive measures to ensure continuity of care. We provide a Hospital Passport, which contains important information about the person's support needs. Whenever feasible, we strive to maintain the presence of a support worker to provide continued assistance and support during the hospital stay.

Furthermore, we take pride in supporting individuals who attend colleges of further education or participate in activities at our own day center. These opportunities for education and engagement foster personal growth, skill development, and social interaction, contributing to enhanced overall well-being and quality of life.

By implementing these various measures and collaborating with healthcare professionals and relevant services, we aim to provide comprehensive, person-centered care and support that addresses the diverse needs

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

To ensure a comprehensive understanding of Domcare@fieldbay's values and practices, we provide all staff members with a comprehensive four-day induction program. This program covers essential topics such as diversity, rights, safeguarding, and positive behaviour support.

Recognising the importance of ongoing training, we have a dedicated full-time staff member responsible for providing training sessions. Any member of our staff can request specific training by completing a formal request form. This ensures that continuous professional development remains accessible to all staff, allowing them to enhance their skills and knowledge in areas relevant to their roles.

We prioritise the implementation of positive behaviour support within Domcare@fieldbay and have established our own dedicated positive behaviour support team. Additionally, we are subscribed to the restraint reduction network, aligning our practices with the principles of minimizing the use of physical interventions. Physical interventions are only employed when prescribed by an accredited positive behaviour support (PBS) practitioner, ensuring that the utmost care and expertise are exercised in these situations.

Transparency and accountability are fundamental values within Domcare@fieldbay. If mistakes occur, we adopt a candid and open approach, promptly referring ourselves to safeguarding and CIW. Safeguarding training is provided to all staff members, empowering them to effectively recognise and respond to safeguarding concerns.

All incidents and accidents are promptly reported to the management team, enabling a swift response and appropriate actions. Once safeguarding procedures have concluded, we conduct thorough root-cause investigations to identify any underlying factors and implement measures to prevent similar incidents in the future.

Regular reviews of support hours are conducted to ensure that our care plan obligations are met effectively. We collaborate closely with social services and the NHS to secure the necessary resources required to fulfil these obligations.

To address concerns and grievances, we have established a robust complaints and whistleblowing procedure. This framework enables individuals to voice their concerns confidentially and facilitates a fair and impartial resolution process.

When necessary, disciplinary actions are taken against staff members in accordance with appropriate policies and procedures. Instances where individuals are no longer employed by

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)	140
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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
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
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?	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	3
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	2
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	1
Dementia	3
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
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)	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	2
Other supervisory staff	
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	8
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	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	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.	
Contractual Arrangements	
No. of permanent staff	8
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)	8
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 social care worker	8
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	128
No. of posts vacant	28

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	70
Health & Safety	70
Equality, Diversity & Human Rights	70
Manual Handling	70
Safeguarding	70
Dementia	70
Positive Behaviour Management	70
Food Hygiene	70
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	128
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
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)	117
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	93
No. of staff working towards the required/recommended qualification	35

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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