

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:	Elliots Hill Care Ltd	
The provider was registered on:	14/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Elliots Hill Care Ltd - DCA	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Sarah Lumsden
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Elliots Hill Care Ltd - Elliots Hill RCH	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Donna Beavis
	Maximum number of places	23
	Service Conditions	There are no conditions associated to this service
	Perrots Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Donna Beavis
	Maximum number of places	8
	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	We promote a learning culture to encourage ownership of the learning process with a development framework, beyond mandatory requirements. We equip managers with leadership development and support succession through talent management, create learning videos to support implementation of policies and procedures and strengthen compliance with guidelines and toolbox talks. We offer a range of learning approaches including inhouse, online and distance learning, coaching and mentoring and secondments.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We complete regular strategic planning reviews of staffing levels to map requirements for the short to long term; develop succession plans for key roles; review recruitment practices to maximise effectiveness; ensure robust and objective selection and screening processes; review pay and benefits to remain competitive; carry out regular competitor analysis; review employment terms to ensure they are fair, compliant and consistently applied; conduct exit interviews to inform retention initiatives.

Service Profile

Service Details

Name of Service	Elliot's Hill Care Ltd - DCA
Telephone Number	01437764720
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	83
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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?	25.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Planning support packages in consultation with the individual and/or their representatives; Personal plans and risk assessments are produced with the service user wherever possible or with a representative of their choice. Keeping individuals informed: We communicate any changes to the service directly to the Individuals and/or their representative. We ensure all new clients receive a pack containing all key information and contact details. Monitoring visits; Our Area Managers carry out monitoring visits regularly to ensure that staff are engaging effectively with individuals, meeting the requirements of the support package and upholding rights and choices. Feedback opportunities for all stakeholders and staff; All stakeholders, including individuals, contracting authorities and other professionals are encouraged to give us feedback about our service.

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)	Yes
Makaton	No
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Person specific. Tablet apps provided by SALT. Sensory

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.

EHC has a person-centred approach to all the individuals we support. Keeping service users informed: We communicate any changes to the service directly to the individual and/or their representative. We have recently produced a new document for individuals summarising our Service User Guide and Statement of Purpose. Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales. Our customer forums allow our individuals to discuss what is important to them and arrange events and days out. Individuals and their family's complete questionnaires to give feedback. We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation.

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 encourage all our individuals outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves. All individuals have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each individual to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience. Staff use the individuals 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the individuals happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.

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

All staff are trained in safeguarding, health and safety and environmental issues. Policies on whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety, equal opportunities, bullying and harassment are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.
 All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone work. EHC works closely with our local safeguarding team and management will complete MARFS if required.
 Management complete spot checks and quality audits to ensure no abuse or neglect is happening and all service users are safe.
 Individuals and their family's complete questionnaires to give feedback.

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)	105
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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	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
Manual Handling	1	
Safeguarding	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.	First aid training
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	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
Manual Handling	2
Safeguarding	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.	first aid training 2 Breakaway 2 Level 5 Health and Social care x 1

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)	2
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	1
Other supervisory 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	12
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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
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)	11
No. of part-time staff (17-34 hours per week)	1
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 social care worker	12
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	
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	90
No. of posts vacant	11
<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	116
Health & Safety	116
Equality, Diversity & Human Rights	116
Manual Handling	116
Safeguarding	116
Dementia	116
Positive Behaviour Management	116
Food Hygiene	116
Please outline any additional training undertaken pertinent to this role which is not outlined above.	breakaways
<p>Contractual Arrangements</p>	
No. of permanent staff	87
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	3
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)	67
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	70
No. of staff working towards the required/recommended qualification	17
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.	Finance Manager - Company Finance & Payroll Customer Finance - Management of client finances HR & Training x 5 - Covering all issues of training and HR
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Elliot's Hill Care Ltd - Elliot's Hill RCH
Telephone Number	01437764720
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?	21
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Fees Charged

The minimum weekly fee payable during the last financial year?	786.21
The maximum weekly fee payable during the last financial year?	2188

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Planning support packages in consultation with the individual and/or their representatives; Personal plans and risk assessments are produced with the service user wherever possible or with a representative of their choice. Keeping individuals informed: We communicate any changes to the service directly to the Individuals and/or their representative. We ensure all new clients receive a pack containing all key information and contact details. Monitoring visits; Our Area Managers carry out monitoring visits regularly to ensure that staff are engaging effectively with individuals, meeting the requirements of the support package and upholding rights and choices. Feedback opportunities for all stakeholders and staff; All stakeholders, including individuals, contracting authorities and other professionals are encouraged to give us feedback about our service.
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Service Environment

How many bedrooms at the service are single rooms?	23
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?	5
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	All round the building there is a huge garden and patio area. Picnic benches around the front. Allotment. Car park area
Provide details of any other facilities to which the residents have access	1x 8 seater car

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>EHC has a person-centred approach to all Residents we support. Keeping Residents informed: We communicate any changes to the service directly to the Residents and/or their representative. We have recently produced a new document for service users summarising our Resident Guide and Statement of Purpose. Compliments and complaints processes: Residents are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales.</p> <p>Our customer forums allow our Residents to discuss what is important to them and arrange events and days out. Residents and their family's complete customer questionnaires, for EHC to have feedback.</p> <p>We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that Residents would like are achievable. We will continue to improve systems and procedures to ensure that Residents and staff are the key focus of our organisation.</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>We encourage all our residents outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves.</p> <p>All residents have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each resident to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience.</p> <p>Staff use the residents 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the residents happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within the Residential Care Home there is 24/7 support to ensure the safety of all residents. All staff are trained in safeguarding, health and safety and environmental issues. Our policy for whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety and our equal opportunities, bullying and harassment policy are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone working. EHC works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management will be completing spot checks and quality audits to ensure all no abuse or neglect is happening and all service users are safe.</p> <p>Residents and their family's complete customer questionnaires to give feedback.</p>

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

All staff follow a person-centred approach for the resident. Each resident has a personal plan tailored to them and they are fully engaged to ensure they are happy with the care and support provided within their accommodation. All residents are encouraged to give their view at home meetings, so that they continue to have choice and control over their accommodation, comfort, etc. These have been successfully maintained by our staffing team, the high standard of training that is delivered, our quality checks that are in place and following our core values happiness, caring, integrity, pride and learning.

We work closely with other professionals in our Residential setting or out in the Community, we ensure all residents attend any appointments for them and we always strive to protect their dignity, privacy and confidentiality.

We are solely electronic for the purpose of recording care data, so information is stored securely with added layers of protection for confidentiality.

We have a varied activity timetable each week, which includes both onsite and offsite offerings. Activities are tailored to people's interests, so naturally support the enhancement of a person's value and wellbeing. We have a large garden, where residents enjoy planting flowers, growing vegetables and enjoying the peace and quiet and sound of the wildlife. Residents quite often are putting out bird feeders and watching them. We host parties for special events like the Jubilee, Easter, Christmas and Summer BBQs.

We are responsive to the needs of a resident prior to admission with the pre-assessment. Following admission we will ensure that any other support is sought to complement their overall wellbeing. This may include referral to physio, dietetics, mental health, chiropody, etc.

We actively listen to all residents and will request reviews with the GP, with the aim to ensure continued comfort and wellbeing i.e., changes to pain medication, bowel management, etc. Support plan evaluation suggests that outcomes are met, examples of this, include increased mobility, weight gain, good skin integrity, fewer behavioural matters are to name but a few.

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)	30
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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	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	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.	QCF level 5 health and social care

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	1

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	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.	Higher education emergency medicine working towards QCF level 3 health and social care first aid epilepsy - Buccolom Breakaways

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Other supervisory staff

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	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.	1 x QCF Health and Social Care level 3 working towards level 4 1 x Working towards QCF Health and Social Care level 3 first aid trained

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)	2
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	2
No. of staff working towards the required/recommended qualification	0

Nursing care staff

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	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.	

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)	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.	99
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Staff Qualifications

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?	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	24
No. of posts vacant	3
<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	9
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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	24
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)	17
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	4
<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.	0800-1400 1400-2000 0800-2200 1600-2200 2200-0800
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	3

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.	Finance Manager - Company Finance & Payroll Customer Finance - Management of client finances HR & Training x 5 - Covering all issues of training and HR
Filled and vacant posts	
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Perrots Lodge
Telephone Number	01437 454242
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	818.76
The maximum weekly fee payable during the last financial year?	1583.29

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?	<p>Planning support packages in consultation with the individual and/or their representatives; Personal plans and risk assessments are produced with the service user wherever possible or with a representative of their choice. Keeping individuals informed: We communicate any changes to the service directly to the Individuals and/or their representative. We ensure all new clients receive a pack containing all key information and contact details. Monitoring visits; Our Area Managers carry out monitoring visits regularly to ensure that staff are engaging effectively with individuals, meeting the requirements of the support package and upholding rights and choices. Feedback opportunities for all stakeholders and staff; All stakeholders, including individuals, contracting authorities and other professionals are encouraged to give us feedback about our service.</p>

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
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	Front forecourt - patio area with seating back garden - small patio area on the west wing a small patio
Provide details of any other facilities to which the residents have access	Van which is 8 seater 2 kitchens

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>EHC has a person-centred approach to all the residents we support. Keeping residents informed: We communicate any changes to the service directly to the resident and/or their representative. We have recently produced a new document for residents summarising our Service User Guide and Statement of Purpose. Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales. Our customer forums allow our residents to discuss what is important to them and arrange events and days out. Residents and their family's complete questionnaires to give feedback. We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation.</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>We encourage all our residents outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves. All residents have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each resident to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience. Staff use the residents 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the residents happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within the Residential Care Home there is 24 7 support to ensure the safety of all residents. All staff are trained in safeguarding, health and safety and environmental issues. Our policy for whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety and our equal opportunities, bullying and harassment policy are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone working. EHC works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management will be completing spot checks and quality audits to ensure all no abuse or neglect is happening and all service users are safe.</p> <p>Residents and their family's complete customer questionnaires to give feedback.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All staff follow a person-centred approach for the resident. Each resident has a personal plan tailored to them and they are fully engaged to ensure they are happy with the care and support provided within their accommodation. All residents are encouraged to give their view at home meetings, so that they continue to have choice and control over their accommodation, comfort, etc. These have been successfully maintained by our staffing team, the high standard of training that is delivered, our quality checks that are in place and following our core values happiness, caring, integrity, pride and learning.</p> <p>We work closely with other professionals in our Residential setting or out in the Community, we ensure all residents attend any appointments for them and we always strive to protect their dignity, privacy and confidentiality.</p> <p>We are solely electronic for the purpose of recording care data, so information is stored securely with added layers of protection for confidentiality.</p> <p>We have a varied activity timetable each week, which includes both onsite and offsite offerings. Activities are tailored to people's interests, so naturally support the enhancement of a person's value and wellbeing. We have a large garden, where residents enjoy planting flowers, growing vegetables and enjoying the peace and quiet and sound of the wildlife. Residents quite often are putting out bird feeders and watching them. We host parties for special events like the Jubilee, Easter, Christmas and Summer BBQs.</p> <p>We are responsive to the needs of a resident prior to admission with the pre-assessment. Following admission we will ensure that any other support is sought to complement their overall wellbeing. This may include referral to physio, dietetics, mental health, chiropody, etc.</p> <p>We actively listen to all residents and will request reviews with the GP, with the aim to ensure continued comfort and wellbeing i.e., changes to pain medication, bowel management, etc. Support plan evaluation suggests that outcomes are met, examples of this, include increased mobility, weight gain, good skin integrity, fewer behavioural matters are to name but a few.</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>13</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
	<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.	QCF level 5 in health and social care
	<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	1
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	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.	Working towards QCF level 3 Higher education emergency medicine first aid breakaway Epilepsy - Buccolam
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	
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 social care worker	1
No. of staff working towards the required/recommended qualification	1

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?	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>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.	0800-2200 0800-1600 1600-2200
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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
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	10
No. of posts vacant	1
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	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	18
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	10
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)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	0800-2200 0800-1400 1400-2200 2200-0800
Staff Qualifications	
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	4
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.	Finance Manager - Company Finance & Payroll Customer Finance - Management of client finances HR & Training x 5 - Covering all issues of training and HR
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	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	0
Manual Handling	0
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
<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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	2