

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:	Fairfield House Care Home Limited	
The provider was registered on:	21/04/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fairfield House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/04/2020
	Responsible Individual(s)	Arif Rahman
	Manager(s)	Darran Thomas, Tanya Lawrence
	Maximum number of places	19
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>We used several services; RCT training, Sarah Williams, a local training company for face to face and hands-on training as well as an online portal. The online portal covered numerous training areas as pertinent to care homes and all staff were subject to the training. In addition, specific online courses were identified and undertaken.</p> <p>New staff were enrolled on courses as soon as they had started at the home training was also discussed during staff supervisions.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Staffing levels were checked weekly based on the residents' changing needs. New positions were discussed by the Manager and R.I.</p> <p>Various online recruitment portals as well as the job centre was used to place job adverts.</p> <p>Our remuneration rates were frequently reviewed and also compared against other care homes in the region. We adopted RCT's wage increases for carers which helped current staff as well as encouraging new staff to consider the Home in their applications.</p>

Service Profile

Service Details

Name of Service	Fairfield House Care Home
Telephone Number	01443520336
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Our care team includes several Welsh-speakers.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum weekly fee payable during the last financial year?	649
The maximum weekly fee payable during the last financial year?	752

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?	Surveys sent to residents' families, frequent face to face conversations with residents and their families. Also engaging with social workers and care managers and district nurses.

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A small fenced off patio area outside the upper floor lounge and dining room which is used for various activities such as residents' potted gardening. A larger patio area outside the upper lounge used for events.
Provide details of any other facilities to which the residents have access	Hairdressing salon

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.

<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>What we do well and the evidence for it</p> <p>Personalised care is provided to all residents based on their documented care plans. All members of staff, and across all areas, engage with residents in a friendly and supportive way. It is clear that Residents are happy living at the Home and within the Home's community. Residents are always asked about their preferences at mealtimes, whether they would like to participate in activities or to be simply left alone in their personal space if they so wish. Should they wish to have a late breakfast, that is accommodated. Not all residents are able to communicate their wishes or preferences.</p> <p>Staff have easy access to senior management and the RI through group WhatsApp channels and Direct Messaging.</p> <p>What areas do we need to improve or want to develop further?</p> <p>Resident forum has been established to influence activities, events and how the Residents' fund is spent.</p> <p>What specific action do we need to take to make the improvements / developments successful and how will this be measured?</p> <p>Establish feedback channels, adapting for individual capabilities of the residents. Publish a Resident's Committee charter.</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>The Home has established safeguarding policies and procedures and staff are regularly trained (face to face and via e-learning) and reminded about the importance of safeguarding vulnerable residents.</p> <p>The Home deploys security infrastructure to ensure access from outside is controlled. External visitors such as tradespeople are captured on the Home's CCTV camera located at the front entrance and provides extra reassurance to family members.</p> <p>Incidents are reported and escalated to the senior care team in a timely fashion and concerns investigated.</p> <p>The Home works closely with RCT training, to improve its skill set</p> <p>What areas do we need to improve or want to develop further?</p> <p>Staff's understanding of the Home's policies on safeguarding and whistle blowing. There have been a number of issues arising where staff who have undergone training are still struggling with the application of the knowledge gained or do not appreciate the far reaching consequences of their actions.</p> <p>What specific action do we need to take to make the improvements / developments successful and how will this be measured?</p> <p>More staff role-playing to ensure staff have a solid understanding and can demonstrate it. Use the staff supervisions to gain confidence in staff knowledge. Identify and replace staff who are not suited to our caring environment.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>What we do well and the evidence for it?</p> <p>The Home has established safeguarding policies and procedures and staff are regularly trained (face to face and via e-learning) and reminded about the importance of safeguarding vulnerable residents.</p> <p>The Home deploys security infrastructure to ensure access from outside is controlled. External visitors such as tradespeople are captured on the Home's CCTV camera located at the front entrance and provides extra re-assurance to family members. Incidents are reported and escalated to the senior care team in a timely fashion and concerns investigated.</p> <p>The Home works closely with RCT training, to improve its skill set</p> <p>What areas do we need to improve or want to develop further?</p> <p>Staff's understanding of the Home's policies on safeguarding and whistleblowing. There have been a number of issues arising where staff who have undergone training are still struggling with the application of the knowledge gained or do not appreciate the far reaching consequences of their actions.</p> <p>What specific action do we need to take to make the improvements / developments successful and how will this be measured?</p> <p>More staff role-playing to ensure staff have a solid understanding and can demonstrate it. Use the staff supervisions to gain confidence in staff knowledge. Identify and replace staff who are not suited to our caring environment.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>What we do well and the evidence for it</p> <p>The Home has served notice on one particular Resident as the level of support they require falls outside the scope of a residential/EMI Home. Many factors have been taken into consideration including the direct and indirect impact of their challenging behaviours on the remaining residents.</p> <p>The Home has continued to undergo improvements to all systems; heating, lighting, décor, furniture, flooring, kitchen, cleaning and safety equipment</p> <p>Risk assessments and care plans are reviewed and updated, and staff essential communications are used to highlight existing or new care needs.</p> <p>The Home has continued to follow COVID guidance strictly; from testing, using PPE, and limiting the risk of transmission of COVID to residents.</p> <p>Cleaning task lists ensure the Home is cleaned through the day and night.</p> <p>The kitchen, dining area, staff and medication rooms have been reconfigured several times to ensure the delivery of service to Residents is achieved effectively.</p> <p>What areas do we need to improve or want to develop further?</p> <p>High quality of care to be delivered by ensuring correct staffing numbers, skills and equipment. Continue to engage with supportive families to have clarity on personal outcomes and ongoing feedback on results.</p> <p>What specific action do we need to take to make the improvements / developments successful and how will this be measured?</p> <p>Continue to review the changing needs of residents, risk assessments etc. Audit paperwork for relevance and purpose. Audit staff understanding for each resident. Arrange regular personal meetings with families so communications are more open.</p>

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) 20

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral health
	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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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.	Oral health

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)	1
No. of part-time staff (17-34 hours per week)	1
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.	7am-7pm; 3 x 11 hours or 4 x 11 hours per week
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
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	16
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	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	10
Dementia	14
Positive Behaviour Management	14

Food Hygiene	914
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral health
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	12
No. of part-time staff (17-34 hours per week)	2
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.	Night shifts 7pm til 7am Day shifts 7am till 7pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	11
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0

Dementia	2
Positive Behaviour Management	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
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handyman; To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0