

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:	Gibraltar Care Village Ltd	
The provider was registered on:	16/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gibraltar House	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	16/08/2018
	Responsible Individual(s)	Tracey Greenwood
	Manager(s)	
	Maximum number of places	95
	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 have mandatory training and induction for all staff completed at the start of their employment and refreshed yearly. We also have Evolve care academy where we plan and manage out a training calendar for all homes to attend that year to deliver our model of care training, our Nurse/CP programme, over haul of nutrition and food first better business. training is planned around needs with in the home and feedback from the team and internal data from quality assurance. all staff signed up QCF
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Reviewed finances to be able to offer competitive rates, recruited from overseas to ensure safe levels of staffing, offered additional training to increase skill sets, introduced grades with qualifications to work towards- CP programme. Have blocked booked agency staff for continuity for family members and the team. promoted our employment incentives and money saving ideas,

Service Profile

Service Details

Name of Service	Gibraltar House
Telephone Number	01600775880
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?	145
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Fees Charged

The minimum weekly fee payable during the last financial year?	725.00
The maximum weekly fee payable during the last financial year?	1800.00

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?	we didn't hold family member meetings last year as there was still a small risk from covid. this is something that we are looking to reinstate this year. The regulation 73 visits included the RI talking to people who use the service to gather their feedback on the care that they receive. individual arrangements were discussed with individuals and their views were gathered this way.

Service Environment

How many bedrooms at the service are single rooms?	95
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	95
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	6
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	garden off of beach house on the ground floor. out of action area outside of fernlea currently not in use as decking rotten and in need of repair- this is being looked in and renovation plans being made. terraced area off of oakleigh 3rd floor. ground floor also has garden areas and seating areas out the front of the building that are used by relatives and family members in the warmer months
Provide details of any other facilities to which the residents have access	cinema room- ground floor library - ground floor hair dressers-ground floor

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>People living at the home generally feel that they have a choice in the care and support they receive. You can see that the home does not run to strict time tables, meals can be eaten in various locations, times, or kept back for later in the day. Rooms can be personalised and individualised. Input is sought from those that live here to make sure this is what they want and if it isn't, support is given to access somewhere else, that they may feel is more suitable. Relatives in general found the communication between the home and themselves good and had improved measurably, there were a couple of relatives who felt the communication was poor and these were due to failing on our behalf at the time.</p> <p>The difference in the home to be able to have regular visiting again is amazing. People feel connected again with their loved ones and it was strange but really lovely, to see family members and their relatives sat outside in the sun having a visit and a cup of tea!</p> <p>With masks removed the engagement between staff and family members feels so much better! Some family members are accessing community services again like day centres.</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>People say they feel happy living at Gibraltar house. They feel supported by the staff and able to access their relatives and loved ones. They are able to access community services They feel they have choice over their care and environment and are able to choose to move somewhere else if they don't feel Gibraltar suits them individually They feel they have choice over their room and how the home looks and feel involved in their house</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People feedback that they feel safe living at Gibraltar House. Many of the people living at Gibraltar house are living with a degree of compromised capacity due to the nature of the conditions that they live with. They may not be aware or understand their own risk of being abused or neglected but they do feel safe in knowing that their loved ones are able to visit, being involved in their care as next of kin or make decision on their behalf if they hold LPOA and this is also adds to them feeling safe and protected.</p> <p>Relatives feel assured that the home has a transparent culture where any issues good or bad can be discussed. We take things apart in a level of detail that ensures learning is taken from every incident to improve outcomes for people moving forward. Professionals have also commented on the level of detail we go to when picking apart adverse events to ensure this learning is taken and embedded in our homes</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The environment in general meets the needs of those who live there and promotes independence and room to grow. The homes are tailored to those living in that house and are decorated and staged individually to those needs. There is ample space to have privacy and quiet time and also accessible outside spaces, some of which are now in need of some work to be used this year. Visits can be held in communal areas inside or outside or in the persons room. Bedrooms are spacious and comfortably support multiple visitors Pillars is now back in use as restrictions reduce and this is being used by relatives and family members alike</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)	100
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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
	<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	1
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	1
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	

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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care 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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDIS frame work, nutrition and the effects on common health conditions, Dementia Lost & Found; Emotionally led support and connections, Tissue Viability: Moisture Lesions, Continence, Sepsis/GCS/NEWS SCORE 2, Stress Management for Carers, Mental Capacity Act Level 2,
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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)	4
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.	Day shift 8:00-20:00. Average 1 person on shift. Night shift 20:00 - 08:00. Average 1 person on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	6
Dementia	6
Positive Behaviour Management	0

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDIS frame work, nutrition and the effects on common health conditions, Dementia Lost & Found; Emotionally led support and connections, Tissue Viability: Moisture Lesions, Contenance, Sepsis/GCS/NEWS SCORE 2
Contractual Arrangements	
No. of permanent staff	4
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	2
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)	4
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.	Day shift 8:00-20:00. Average 2 on shift. Night shift 20:00 - 08:00. Average 1 on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
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	13
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	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	12
Positive Behaviour Management	0
Food Hygiene	8

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Infection prevention control and dysphagia , Back to basics, personal care, skin care, nutrition and hydration, positioning and dignity, Dementia Lost & Found; Emotionally led support and connections Tissue Viability: Moisture Lesions, Continence, Stress Management for Carers, Mental Capacity Act Level 2,
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	1
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)	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.	Day shift 8:00-20:00. Average 3 people on shift Night shift 20:00 - 08:00. Average 1 person on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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	76
No. of posts vacant	23
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	47
Health & Safety	28
Equality, Diversity & Human Rights	27
Infection, prevention & control	28

Manual Handling	28
Safeguarding	29
Medicine management	0
Dementia	42
Positive Behaviour Management	0
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Infection prevention control and dysphagia , Back to basics, personal care, skin care, nutrition and hydration, positioning and dignity, Dementia Lost & Found; Emotionally led support and connections Tissue Viability: Moisture Lesions, Continence, Stress Management for Carers, Mental Capacity Act Level 2,

Contractual Arrangements

No. of permanent staff	56
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	20
No. of Non-guaranteed hours contract (zero hours) staff	13

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)	50
No. of part-time staff (17-34 hours per week)	6
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.	Day shift 8:00-20:00. Average 20 people on shift Night shift 20:00 - 08:00. Average 9 people on shift Full time is 3 x 12 hour shifts a week Part time is 2 x 24 hour shifts a week All patterns include every other weekend
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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	0
No. of staff working towards the required/recommended qualification	9

Domestic 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	7
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	5
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Infection prevention control and dysphagia , Fire Safety Level 1,

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)	7
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	0
No. of staff working toward required/recommended qualification	0

Catering 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	6
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety Level 1,

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1

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)	5
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	0
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.	Maintenance - to carry out repairs and any maintenance needed at the home. Carrying out improvements to decoration where needed both inside and outside of the home. Co-ordinate with manager on improvement works for the home and health and safety checks needed of the home and the grounds Administrator - support the manager with day to day running of the home e.g. rota, system updates, a agency booking Receptionist - support with front of house responsibilities in the home, meet and greet visitors and support team members with any questions

Filled and vacant posts

No. of staff in post	9
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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	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety Level 1, Work in a Person Centred Way, Mental Capacity Act Level 2,
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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)	8
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	0
No. of staff working toward required/recommended qualification	0