

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:	Grange Residential Care Limited	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Grange Residential Care Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Kathryn Lee-Williams
	Manager(s)	Patrick Taylor
	Maximum number of places	12
	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	Training needs of individual members of staff are identified at annual appraisal and via 2-monthly supervision. The organisation keeps a training matrix with details of all mandatory / non-mandatory training and this is updated monthly by the RI to reflect training completed by staff. RI, Manager and Deputy Manager monitor any training courses which become available through Local Authority Workforce Planning and external training providers. Some training provided internally by Manager.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We successfully recruited 4 staff members over the last financial year. Job adverts were placed on the We Care Wales jobs portal and social media. All staff receive an annual appraisal and regular supervision either from the Manager, Deputy Manager or a Senior Care Coordinator. Work-life balance is a key priority and we operate flexible working, particularly for staff with other caring responsibilities. We pay enhancements for weekend working, attainment of NVQ / QCF and SCW registration.

Service Profile

Service Details

Name of Service	Grange Residential Care Limited
Telephone Number	01745585633
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Although English is the primary language used, we encourage staff to learn and use Makaton in order to communicate with some individuals we support. We do not support any Welsh-speaking individuals. Some staff have basic Welsh. We have made arrangements for staff for whom English is not their first language to improve their English at a local college of further education.

Service Provision

People Supported

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

12

Fees Charged

The minimum weekly fee payable during the last financial year?

837.00

The maximum weekly fee payable during the last financial year?

1889.00

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

1

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?

Quality of Care Review questionnaires in Easy Read format were handed out to individuals we support who were able to express their views about the service. Individuals were given appropriate support to complete these by staff. Weekly house meetings took place chaired by the Manager or Deputy Manager at which individuals were given the opportunity to express their views. Person centred reviews were held with all individuals we support at which they and their representatives were encouraged to give their views about what was working / not working for them. Regular keyworker meetings were held with individuals and their keyworkers to follow up on actions from reviews and to enable individuals and keyworkers to raise any other issues. The Manager and Deputy Manager are based at the service and operate an 'open door' policy whereby individuals are encouraged to come and talk to them about any issues or concerns.

Service Environment

How many bedrooms at the service are single rooms?

12

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?

2

How many communal lounges at the service?

3

How many dining rooms at the service?

2

Provide details of any outside space to which the residents have access	<p>The Grange comprises 2 semi detached houses both with large rear enclosed gardens.</p> <p>Each side of the garden is self contained with an inter connecting gate. There is a lockable gate at the end of one garden which leads onto the common.</p> <p>On the one side individuals have access to a grassed area and paved area with seating. There is also a large decking area with seating and tables. On the other side there is a paved seating area with raised beds used for gardening sessions and individuals are encouraged to grow vegetables. There is a BBQ area and further on there is a small outbuilding which has a sensory room and an area with a games table. This was also used as a Tuck shop during the Pandemic which has proved to be so successful that it has continued as a twice weekly event. At the end of the garden is a gate leading to a parking area and then to the common.</p>
Provide details of any other facilities to which the residents have access	<p>Use of 3 company vehicles, bus, trains. Entertainers including singers and a pianist. In-house activities including art & craft, gardening, baking, online activities. Holidays. Separate activity room and sensory room located in the back garden. Community facilities as follows: St Asaph Common and footpaths; St Asaph Library; St Asaph Cathedral; local shops, supermarkets, cafes, pubs, restaurants; entertainment venue for celebrating birthday and Christmas; St Asaph allotment group coordinated by Vale of Clwyd MIND; Llandrillo Colleges in Rhyl and at Denbigh Hwb; Makaton Choir group coordinated by Conwy Connect; volunteering opportunities at ReSource at Cae Dai and shop in Ruthin; Gateway Club in Prestatyn; self advocacy group coordinated by NWAAA; Church social group; STAND social activities; Cynnig courses and activities; private health club memberships; hydrotherapy at the Marian Centre, Colwyn Bay; North Wales Person Centred Planning Network; All Wales People First conference.</p>

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Communication books, communication passports, pictures, photographs, Easy Read signs and documents.

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>Individuals who were able to express a view were asked the following questions in Easy Read format Quality of Care Review (QCR) questionnaires: "Do you feel listened to?" and "Are you able to make choices about how you are supported?". Four individuals responded. Responses to the first question were as follows: "Yes" (2), "Yes always" (1) and "Some of the time" (1). It is concerning that one individual said they only sometimes felt listened to, but overall, whilst only a very small sample, this represented an improvement on the previous QCR. Responses to the second question were as follows: "Yes"(3), and "Yes, I always get a choice" (1). Again, whilst only a small sample, individuals did seem satisfied that they can make choices about their support and this represented an improvement on the previous QCR. It is perhaps significant that individuals expressed that they feel they have more choice since COVID-19 restrictions have eased and they are able to participate in a greater range of community activities once again. Individuals were also asked what they thought of the activities on offer. Responses were as follows: "Good" (2), "OK" (2). Again, this is likely to have been impacted by restrictions during the pandemic and some activities not yet having reopened. We asked the same questions of families and representatives of the people we support (thereby also capturing some of the individuals who are not able to express a view themselves). In response to the first question, responses were "Yes" (3). One respondent commented as follows: "Staff are able to learn from [their] body language and gestures". Another commented "[Their wishes are taken into account". In response to the second question, responses were as follows: "Yes" (3). One respondent commented as follows: "Not always to liking, but always sensitively explained as to the reasons and efforts to be flexible with constraints". Another commented "To some degree...staff do a good job of talking things through with [them] to get [them] to think about things". They were asked "What do you feel about the range of opportunities / activities available at the home?". Responses were: "Very good" (4). One commented "The home works hard to offer as many opportunities as possible". As well as the QCR questionnaires, we also try hard to involve and consult with individuals and their relatives / representatives through regular person centred reviews, keyworker meetings and weekly house meetings.</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>Individuals who were able to express a view were asked "Are you supported to look after your health and wellbeing?" in the QCR questionnaires. Responses were as follows: "Yes" (2), "I get taken to appointments by staff" and "Do not want to answer this question". Overall individuals seemed satisfied with the support they receive around their health and wellbeing, although one individual did not want to respond and it is unclear why. Families and representatives were also asked "Do you believe your family member is supported to look after their health and wellbeing?" as part of the QCR. Responses were as follows: "Yes" (3). The other respondent commented "As for question 22 [i.e. making choices about how they are supported] in consultation with me". Another commented: "Very well". Another commented: "But may need prompting in certain areas". Overall relatives and representatives appear to be satisfied with the support provided in this area. Our residents are registered with local GP surgeries and receive a service from District Nurses. Our residents also receive ongoing support from a variety of other community health teams. Access to some of these services has been restricted during the COVID-19 pandemic but we have found this has improved over the last year and it is becoming easier to access visits and appointments. All individuals we support have been offered the opportunity of being vaccinated against COVID-19 and flu and we have received support from local authority contact tracing and public health authorities when we have had individuals and staff test positive for COVID-19 and flu. Some residents have had to isolate in their rooms when they have tested positive for COVID-19 or flu in the last year which has undoubtedly been quite traumatic for some of them, particularly when they have limited or no understanding of the reasons for this. We have tried to compensate for this by providing regular 1:1 staff support (using all the appropriate PPE) and by making use of online activities and social media to enable them to keep in contact with their families and representatives.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals who were able to express a view were asked "Do you feel safe and protected?" in the QCR questionnaires. Responses were as follows: "Yes" (4 out of 4). Whilst only a small sample, this would seem to indicate that individuals who were able to express their opinion all feel safe and protected from abuse or neglect. Also as part of the QCR, relatives and representatives were asked "Do you believe your family member is kept safe and protected at [the service]?". Responses were as follows: "Yes" (4 out of 4). One respondent commented: "Within the context of communal living space allows". Others commented: "Absolutely" and "I have no concerns about [their] safety". Relatives and representatives therefore appear to be satisfied, although there is an acknowledgement that, perhaps due to the nature of the individuals we support, there may at times be incidents of challenging behaviour which may pose a risk to other residents. There has been one safeguarding incident over the last 12 months. After investigating the incident it was the view of the safeguarding team that the service had dealt with the incident satisfactorily and that there was unlikely to be an ongoing risk to the individual concerned. The safeguarding incident mentioned above did not involve physical aggression by one individual we support towards another. Such incidents are rare, but all staff are trained in Safety Intervention by the Manager to enable them to de-escalate individuals' anxiety and if possible avert challenging behaviour. However, there are also modules in the training on how to safely manage behaviour which poses an imminent risk to individuals themselves or to others. All staff have received training in recognising signs of abuse and neglect and the All Wales Safeguarding Procedures. The RI, Manager and Deputy Manager are based at the home and are therefore able to interact daily with individuals we support and monitor them for any signs of abuse or neglect. Staff are encouraged to report any concerns they may have about individuals to management or via supervision in the first instance, or to CIW if they do not believe the issue has been satisfactorily addressed. Easy Read signs on how to complain for the benefit of individuals we support are displayed in the home and residents are encouraged to tell staff or management if they have any worries or concerns.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals who were able to express a view were asked "Do you feel able to achieve your goals?" as part of the QCR questionnaires. Responses were as follows: "Yes" (3), "Sometimes" (1). Overall respondents seem to be satisfied that they can achieve their goals in life, however, the COVID-19 pandemic and subsequent restrictions faced by individuals has no doubt impacted on this. Families and representatives were also asked "Do you believe your family member is able to achieve their goals?" Responses were as follows: "Yes"(1); "I believe [they are] able to. It would be good to revisit these goals on a more regular basis with me to ensure [they are] on track" and "Yes, [they have] done well attending college and [they are] encouraged to be as independent as possible, doing tasks in the home and managing money as much as [they are] able". It has been noticeable that for several individuals we support the process of 'getting back to normal' (e.g. re-engaging with community activities) after the pandemic is not straightforward and requires a gradual and sensitive approach. Examples of personal outcomes expressed by individuals in their person centred reviews include: to move on to less supported accommodation; to be able to access employment; and to go to a location of their choice for a holiday. For those individuals who are unable to express a view, we consult with keyworkers, relatives and representatives and involved professionals via person centred reviews, keyworker meetings and regular telephone calls to develop personal outcomes on their behalf. These included those mentioned above as well as: improving physical and mental health and wellbeing; building on daily living skills; and increasing access to community activities. The home has an ongoing schedule of maintenance and improvement. For example, over the last 12 months work has been carried out to improve the decor of 3 bedrooms, a new lounge has been created, a flat has been decorated, one dining room and kitchen have been re-tiled and stairs re-carpeted. Specialist equipment has been purchased for individuals including a profiling bed, specialist seating and other technology to enable them to be supported as safely as possible. Sensory equipment including projectors and wall-mounted water features have been installed in a number of individuals' bedrooms.</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)	24
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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	0
	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	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPI Safety Intervention annual instructors renewal Creating a dementia friendly home Autism awareness Diabetes healthcare essentials CIW annual returns Impact of ageing for people with a learning disability Positive behaviour support Active support	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty Safeguards First Aid CPI Safety Intervention Person Centred Approaches Mental Capacity Act & DoLS Continence Awareness
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
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	5
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	3
Infection, prevention & control	1
Manual Handling	0
Safeguarding	3
Medicine management	1
Dementia	2
Positive Behaviour Management	5

Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPI Safety Intervention Diabetes Healthcare Essentials Deprivation of Liberty Safeguards Positive Behaviour Support Fire Safety First Aid Epilepsy Awareness & Administration of Buccal Midazolam
Contractual Arrangements	
No. of permanent staff	5
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)	5
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.	Typical shift pattern will be 8am - 4pm or 3pm - 10pm, however, some Senior staff will work 8am - 10pm on certain days. On average there is one Senior staff member per shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	7
Infection, prevention & control	5

Manual Handling	1
Safeguarding	9
Medicine management	0
Dementia	2
Positive Behaviour Management	15
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPI Safety Intervention Epilepsy Awareness & Administration of Buccal Midazolam Role of the Care Worker Values & Attitudes in Care First Aid Contingence Awareness SciP / dysphagia Autism Awareness Makaton Diabetes Healthcare Essentials Falls Awareness Fire Safety CoSHH
Contractual Arrangements	
No. of permanent staff	16
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)	14
No. of part-time staff (17-34 hours per week)	1
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.	Typical shift pattern is 8am - 4pm and 3pm - 8pm or 10pm, however, some staff may do longer shifts according to their preference. Night staff work 8pm - 8am the following day.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	3
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CoSHH

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1

Catering staff

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

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1