

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:	HOLLYBANK CARE HOME LTD	
The provider was registered on:	04/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hollybank Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	04/09/2018
	Responsible Individual(s)	Janet Bailey
	Manager(s)	Sarah Evans
	Maximum number of places	21
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A training coordinator is in post who monitors the training needs of all staff. A training matrix is used to identify when training is to be updated / completed. Staff use Social Care TV to complete online e-learning in both mandatory and service specific requirements. External training is sourced as and when necessary.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Hollybank continues to work with local support agencies such as DWP to source staff, this has been a successful partnership. We also work closely with the College and provide work experience placements which also lead to permanent employment for college leavers. We actively target the local area through relevant advertising and networking.

Service Profile

Service Details

Name of Service	Hollybank Care Home Ltd
Telephone Number	01978350035
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	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
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Fees Charged

The minimum weekly fee payable during the last financial year?	850.00
The maximum weekly fee payable during the last financial year?	850.00

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?	All residents are consulted on a regular basis by the manager and staff in relation to all aspects of care and daily life in Hollybank. Regular resident meetings take place and those who wish to attend do so.

Service Environment

How many bedrooms at the service are single rooms?	20
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Hollybank has a refurbished back garden area which has been created as a safe area where residents can come and go as they please. There are several specific sensory areas and tranquil seating areas where residents can relax, and an area where residents can take part in gentle exercise with the activities coordinator should they so wish.
Provide details of any other facilities to which the residents have access	With support residents are able to visit Wrexham town centre for shopping, events and for all GP / Hospital / Dental / Audiology appointments. Residents are also supported in visiting local beauty spots and are encouraged to participate in trips out. Hairdresser visits weekly Chiropodist visits every 6 weeks

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>Upon admission to Hollybank, a person centred care plan is developed by talking the individual, enabling us to be aware of their views, preferences and needs. The manager has developed a form which is used to discuss preferences with the individual so that we can ensure the care plan is person centred. Information is also included when given from any professional bodies involved, close family / representatives.</p> <p>We hold regular resident meetings and individuals are encouraged to participate. This can be evidenced in the minutes recorded.</p> <p>We also encourage open dialogue with family / representatives at all times.</p> <p>Independence is promoted as far as it is possible for each individual, taking into consideration the safety and wellbeing, through our risk assessments, all capabilities are assessed and independence is supported and encouraged. The manager has an open door policy and residents are encouraged to be involved in all aspects of daily living, staff are encouraged to chat with residents throughout the day to ensure that residents are comfortable and feel safe.</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>Care plans are reviewed 3 monthly unless any change in needs are identified in the mean time</p> <p>Individual observations, daily reports, Staff interaction all serve to monitor each individual on a daily basis.</p> <p>Falls Pathway – in depth risk assessment into the prevention of falls for each individual</p> <p>Safeguarding training for all staff and awareness of procedure, regular competencies.</p> <p>Working closely with professional teams such as District Nurses / dietitian's / CPN's / GP's</p> <p>Activities coordinator is working hard to maintain links with the community, involve Hollybank and residents in outside events and bring things into Hollybank for residents' benefit. We have been fortunate to be supplied with RITA, REMINISCENCE INTERACTIVE THERAPY ACTIVITIES tablet. This is used regularly by the activities coordinator and staff.</p> <p>The new sensory area's both outside and inside are proving very popular. Residents make their own way outside and do a bit of tidying up, checking plants, brushing the leaves.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Hollybank has a full complaints procedure, any complaint received is dealt with in line with policies. Policies and Procedures are reviewed annually unless a situation dictates that a policy needs reviewing as a result of an issue raised.</p> <p>Safeguarding policy and procedure is in place and is in line with current legislation.</p> <p>All staff are fully trained in safeguarding, competences are carried out regularly and training refreshed.</p> <p>Records are maintained</p> <p>Falls Pathway in place.</p> <p>DoLs applications are submitted for each person admitted who has had a capacity assessment and is deemed to be lacking capacity to make their own decisions.</p> <p>Individual Observation, IMCA are put in place where necessary.</p> <p>Open door policy, Whistle Blowing, Regular in house medication audits.</p> <p>Staff trained in administration of medication, regular competencies in medication form part of supervisions, regular reviews by GP</p> <p>24 hour CCTV in operation externally around the whole home.</p>

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

Hollybank is a Victorian building that has been converted to accommodate 21 individuals, each person has their own room with the option to bring in their own furnishings should they so wish and are able to choose the decor. All rooms are registered with CIW. Heating system is serviced and maintained annually. Water is tested quarterly to comply with legionella legislation. All ensuite and communal bathrooms have regulated hot water temperature. There is an ongoing programme of maintenance, decoration and repair. When a room is scheduled for redecoration or refurbishment, residents are consulted and encouraged to express a preference where able.

There are coded secure locks on all external doors, and CCTV is in place covering all outside areas.

The physical environment provides individual and communal space to meet their care and support needs. Facilities and equipment are maintained and serviced as per legislation.

Hollybank has a full set of policies to include dignity, privacy and confidentiality, staff receive full training on all policies within the first three months of employment. As part of the supervision process, competencies are conducted on policies.

Hollybank has a programme of activities which involves the community both in house and out, allowing people access to events they enjoy. Residents make good use of the enclosed sensory garden to the rear of Hollybank, those who wish to partake in the garden maintenance and planting of the raised beds are supported and encouraged at all times and thoroughly enjoy being outside. Residents who need assistance are supported in the use of the area. We also have a memory lane with a music wall and a curiosity shop full of memorabilia.

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)	6
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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
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>Manager qualified in 2014 / 15, achieved Dip 5 leadership and management. Also holds NVQ levels 2 & 3.</p> <p>Since becoming manager, all relevant training has been undertaken and is reviewed regularly.</p> <p>Other courses include Fire safety Training, First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centered Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistle Blowing Skin Care.</p>

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	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	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.	Dip2 & 3 Social Care, Other courses include: First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin 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)	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 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?	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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dip2 & 3 Social Care, Other Courses include First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin Care
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)	3
No. of part-time staff (17-34 hours per week)	2
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	5
No. of staff working towards the required/recommended qualification	0
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	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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dip2 & 3 Social Care, Other courses include: First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin Care
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
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.	There is always one senior working as a member of the daily care team. Days: 8/9, One Senior Day 8/4, One Senior Day 4/9, One Senior Nights 9/8 One Senior
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	1
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	22
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	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dip2 & 3 Social Care, Other courses include: First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin Care
Contractual Arrangements	
No. of permanent staff	22
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)	11
No. of part-time staff (16 hours or under per week)	7
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.	Days 8/9, 8/4, 4/9, three care staff on duty at all times. Nights 9/8, two staff on waking shift over night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	5
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	3
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
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dip2 in health and social care. First Aid, HACCP, Behaviours that Challenge, DOL's, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin Care, COSHH
Contractual Arrangements	
No. of permanent staff	3

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
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	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
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, HACCP, Behaviours that Challenge, Confidentiality, Whistleblowing, Dementia Training, Fire Safety, 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)	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
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.	Care Practitioners who are fully qualified but are not in a senior role. Maintenance Person x 1
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 staff working towards Dip 2 - Health and Social Care First Aid, HACCP, Behaviours that Challenge, DOLS, Record Keeping, Mental Capacity, Person Centred Care, Improving Oral Health, Dying, Death & Bereavement, Pressure Care, Confidentiality, Whistleblowing, Skin Care
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4