

# 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:	Lawrelina Limited	
The provider was registered on:	31/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Grange Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/10/2018
	Responsible Individual(s)	Barbara Stace
	Manager(s)	Sharon Stace-Smith
	Maximum number of places	6
	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	Meetings with staff take place formally every 2 months with an Annual Review each August. Training is discussed at these meetings. Additionally, when training opportunities become available, the manager informs staff / posts a notice and will arrange cover as necessary. Each May, all staff go through in-house refresher training where any additional needs are identified as well. This has continued this year.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are a small employer with a stable work-force. One member of staff has formally retired this year but wishes to continue in a voluntary capacity when she can. There has not been a need to recruit additional staff as yet. Looking after our staff with a shared ethos helps maintain staffing levels.

## Service Profile

### Service Details

Name of Service	The Grange Residential Home
Telephone Number	01834871311
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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### Fees Charged

The minimum weekly fee payable during the last financial year?	328.74
The maximum weekly fee payable during the last financial year?	783.84

### 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?	There are regular and daily conversations, weekly meetings and annual Care Review Questionnaires. We are in regular contact with families and keep them updated of all pertinent information as it happens. Reviews with social services CTLDs have now recommenced and these have been largely positive to date.

### Service Environment

How many bedrooms at the service are single rooms?	6
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The are extensive well-maintained gardens of approximately 5 acres with paths and seats throughout. In addition, the residents have their own hard paved seating area - the Rose Garden which contains comfortable chairs and tables with sun parasols. The Home is approached via a long driveway, with parking to the side of the main house.
Provide details of any other facilities to which the residents have access	The residents also have use of a craft 'shed' which is a large summerhouse and greenhouse for those that wish to undertake supervised gardening activities.

### 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	Yes
List 'Other' forms of non-verbal communication used	We have developed a highly individual system of communication with our residents that has evolved with them over the last twenty years which helps us to understand their wishes.

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Regular discussions and conversations with residents over wishes, views and choices.  
 Residents and families all state that they are happy, listened to and that they have choice and are supported to exercise that choice in their daily lives.  
 Residents report feeling safe and valued as individuals.  
 External agencies and visitors' comments are all positive with many commenting on how relaxed and happy residents are.  
 Residents are supported by staff to access community events and activities when they wish to. They are always given an individual choice over their wish to participate or not, including amendments being made so that the event can come to them for example.  
 Those residents who want to attend Basic Skills classes or other activities are supported to do so by staff.  
 Family and friends' visits are encouraged with several residents going out to family, while others meet family members in the home. One resident whose family live abroad is supported to have regular phone conversations as they are unable to meet in person due to failing health.  
 Care plans are maintained in order to inform and support all residents to lead happy lives.  
 A 'homely' ethos is palpable throughout the home and all residents report being part of the 'Grange Family'.

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.

All residents have a comprehensive Care Plan which includes a detailed Health Care Plan, Care Plan goals, Risk Assessment and Management, Personal Assessment and Fire Risk Assessment. Detailed health records are kept and vaccinations and routine appointment details kept. Dental check-ups are 6-monthly, opticians 2-yearly and all gender specific appointments such as breast check-ups are maintained.  
 All residents are registered with the GP and have regular contact for routine appointments as well as emergency appointments and treatments.  
 Residents are supported to understand medical matters, medication and appointments, and are all supported in attending appointments.  
 Staff accompany residents to appointments where the resident wishes it and supports them to access and lead appointments where possible, so encouraging and engendering each residents' feeling of self-autonomy and independence.  
 Medication is ordered for them and they are supported to take all prescribed medication. Staff have received training in this.  
 The use of 'homely medication' has been checked with the GP and staff support residents and record when this is used.  
 Residents, their families and CTLD Teams report being happy with the current arrangements and level of care given.  
 As individual care needs alter, so the staffing levels are altered to reflect this so that all residents receive the appropriate care and attention that is their right.  
 Daily meetings and conversations help support Mental Health and Well-being with any issues being addressed and discussed as soon as they arise. This is very important at present as several of our residents are going through periods of change which require extra support and guidance. These daily conversations have proved extremely important to all parties.

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

All staff are vigilant in their duty and desire to protect our residents from all forms of abuse and neglect.  
 Staff have the Safeguarding app and receive annual refresher training about forms of abuse and how to report it.  
 All of our residents are protected and valued equally. On outings and activities, staff care for them ensuring that their needs are being met, physically emotionally and in the wider social community context.  
 Residents and relatives report that they are happy with the current arrangements and that all residents are protected to be free from all forms of discrimination and neglect.  
 Individual residents are assessed for risk management and activities are risk assessed.

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

The Grange welcomes inspections and visits whilst carrying out reviews and checks in order to ensure that the environment is safe. All outcomes and recommendations are acted on to ensure a safe environment for residents and staff. All regulatory testing regimes are carried out and recorded. Maintenance of outside paths and safe routes are regularly carried out. Regular checks of the inside environment are made to make sure that it is clean, tidy homely and complies with all rules and best-practice recommendations of HSE. There is a fire alarm system and fire extinguishers, maintained by sub-contractors, with annual legionella checks being done to ensure water safety. There are extensive gardens with different views and types of seating available and this is maintained to a high level. Residents have their own rooms with personal items. Furniture is provided for them if they request/need it. Where this is done, residents are consulted over choice of items. All decoration and colour-schemes are chosen by the resident. There are three bathrooms available for shared use and all residents have a sink in their own rooms. They are supported to have audio/visual equipment in their rooms and ARC TV licenses are purchased for them. There is a TV in the communal lounge with a TV licence. There is a communal lounge with additional seating on another floor. Meals are taken in the kitchen/diner around the dining table which provides for regular contact and conversation outside of the lounge and private bedrooms. There is an additional meeting room which is available for private meetings / family gatherings should the residents need it. Residents have access to additional mobility aids as needed to support them to stay active. We have two vehicles for their sole use to help them access the wider community, activities and appointments. Residents are supported to be active in their choice of activities and the formation of their Care Plans, giving their personal preferences so that an appropriate plan can be created.

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) 2

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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
<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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift runs from Monday to Sunday, 09:00 to 17:15 during which time breaks and lunch can be taken. All meals are provided. Additional early or late starts/finishes are organised as required by either party. Occasional weekend cover shifts are used by prior arrangement. There is an intermediary shift Monday to Friday from 17:00 to 18:45 covered by the Manager. The evening/night shift runs from 18:30 to 09:10, Monday to Sunday. The residents do not require waking night care at present. Shifts are divided between the senior staff, Manager and other care staff. In addition to this, and to provide additional cover where needed, staff who are all local to the Home, provide additional cover of 1-4 hours as needed and by prior arrangement.
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<b>Staff Qualifications</b>
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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
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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.

<b>Filled and vacant posts</b>
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No. of staff in post	1
No. of posts vacant	1

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	

<b>Contractual Arrangements</b>
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No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	1
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
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.	Shift patterns are arranged to suit both the needs of the Care home and the needs of the staff. The usual patterns are as follows: Day shift runs from Monday to Sunday, 09:00 to 17:15 during which time breaks and lunch can be taken. All meals are provided. Additional early or late starts/finishes are organised as required by either party. Occasional weekend cover shifts are used by prior arrangement. There is an intermediary shift Monday to Friday from 17:00 to 18:45 covered by the Manager. The evening/night shift runs from 18:30 to 09:10, Monday to Sunday. The residents do not require waking night care at present. Shifts are divided between the senior staff, Manager and other care staff. In addition to this, and to provide additional cover where needed, staff who are all local to the Home, provide additional cover of 1-4 hours as needed and by prior arrangement.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No