

# 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:	LINDAN HOUSE LTD	
The provider was registered on:	03/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lindan House Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	03/09/2018
	Responsible Individual(s)	Janet Bailey
	Manager(s)	Sandra Matthias
	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 works closely with the Manager to identify and implement all necessary training. A training matrix is in place which shows at a glance any training that needs updating for each staff member. Staff use Social Care TV to complete e-learning in both mandatory and service specific requirements. Extnal 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 succesful partnership. We also work closely with the College and provide work experiece a 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	Lindan House Care Home Ltd
Telephone Number	01978361883
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	23
--	----

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?	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?	Residents are consulted on a regular basis by the manager and staff in relation to all aspects of care and daily life in Lindan House. Regular resident meetings take place and those who wish to attend do so. All contributions to the meetings are respected and any suggestions are considered, and where possible, implemented.

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	3
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	Lindan House has a large garden to the rear of the building. It is fully secure and residents are able to go out at anytime they wish. There is a large lawn, and a patio area with tables and chairs. We have raised garden veg beds which some residents enjoy tending.
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 authority beauty spots and are encouraged to participate in trips out. Hairdresser visits regularly 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 Lindan House, a person centred care plan is developed gradually over the first month of residence, this is done by talking with the individual, enabling us to be aware of their views, preferences and needs. This will also include input from any professionals, close family / representatives involved. We hold regular resident forums and individuals are encouraged to participate. We also encourage open dialogue with family / representatives. 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, supported and encouraged. The manager has an open door policy and residents are encouraged to be involved with all aspects of daily living, staff interact well with residents throughout the day ensuring that they are comfortable and feel safe and happy.</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 changes in needs are identified in the mean time Individual observations, daily reports, Staff interaction all serve to monitor each individual on a daily basis. Initial Care plans for people using the respite and step facilities are completed upon admission using information from families and professional bodies involved. In respect of emergency admission to the respite bed, the initial care plan is written using as much information as possible, and deemed adequate for these short periods, however, they are constantly reviewed / updated as an ongoing thing during any one person's stay. Falls Pathway – in depth risk assessment into the prevention of falls for each individual. Safeguarding training for all staff and awareness of procedure, regular competencies. Working closely with professional teams such as District Nurses / dietitian's / CPN's / GP's DoLs are requested upon admission for every permanent resident who has been assessed as not having capacity. When a person is admitted to the health, step up step down bed, the need for DoL's application is discussed between the manager, DoL's assessor and the CPN who is involved with the placement and actioned as necessary.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Full complaints procedure. Safeguarding policy and procedure is in place and is in line with current legislation. Staff are given full comprehensive training in Safeguarding, competences are carried out regularly and training refreshed. Records are maintained Falls Pathway DoLs applications are submitted for each person admitted on a permanent basis who is assessed as not having capacity, paperwork is stored on care plan files. Individual Observation, Open door policy, Whistle Blowing Policy Regular in-house medication audits. Staff trained in administration of medication, regular competencies in medication form part of supervisions, regular reviews by GP, reviews are currently carried out via phone call and personal visits. CCTV in operation all around the exterior.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Lindan House 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 en suite 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. The physical environment provides individual and communal space to meet each persons care and support needs. Facilities and equipment are maintained and serviced as per legislation. Staff work hard to ensure residents hobbies, likes and interests are maintained and supported.</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) 8

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.	Registered Manager Award NVQ 2 & 3 NVQ Assessor Fire Training, Bi-polar, Oral Care, Death & Dying, S kin Care, Whistle Blowing, Behaviours that are Chal lenging, HACCP, DoLs, Record Keeping, Mental Ca pacity Act, Person Centred, Pressure Care, Confid entiality, Hepatitis, COSHH, Dementia, Ageing, Pain Management, Alcohol Misuse, Anxiety, Continence, Bloodborne Pathogens, Care Planning, Consent, C ommunicating Effectively, Continence Promotion, D epression, Diabetes, Epilepsy	

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.		NVQ 2 & 3 Fire Training, Bi-polar, Oral Care, Death & Dying, Skin Care, Whistle Blowing, Behaviours that are Challenging, HACCP, DoLs, Record Keeping, Mental Capacity Act, Person Centred, Pressure Care, Confidentiality, Hepatitis, COSHH, Dementia, Ageing, Pain Management, Alcohol Misuse, Anxiety, Continence, Bloodborne Pathogens, Care Planning, Consent, Communicating Effectively, Continence Promotion, Depression, Diabetes, Epilepsy
<b>Contractual Arrangements</b>		
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	
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>		
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
<b>Staff Qualifications</b>		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4	
No. of staff working towards the required/recommended qualification	0	
<b>Nursing care staff</b>		
Does your service structure include roles of this type?	No	
<b>Registered nurses</b>		
Does your service structure include roles of this type?	No	
<b>Senior social care workers providing direct care</b>		
Does your service structure include roles of this type?	Yes	
<b>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>		
<b>Filled and vacant posts</b>		
No. of staff in post	10	
No. of posts vacant	1	
<b>Training undertaken during the last financial year for this role type.</b>  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	10	

Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ 2 & 3 Fire Training, Bi-polar, Oral Care, Death & Dying, Skin Care, Whistle Blowing, Behaviours that are Challenging, HACCP, DoLs, Record Keeping, Mental Capacity Act, Person Centred, Pressure Care, Confidentiality, Hepatitis, COSHH, Dementia, Ageing, Pain Management, Alcohol Misuse, Anxiety, Continence, Bloodborne Pathogens, Care Planning, Consent, Communicating Effectively, Continence Promotion, Depression, Diabetes, Epilepsy
<b>Contractual Arrangements</b>	
No. of permanent staff	10
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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 8/4 One Senior Day 8/2 One Senior Day 2/8 One Senior Day 8/8 One Senior Nights 8/8 One Senior
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
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
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	19

No. of posts vacant	1
<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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	19
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ 2 & 3 NVQ Assessor Fire Training, Bi-polar, Oral Care, Death & Dying, S kin Care, Whistle Blowing, Behaviours that are Chal lenging, HACCP, DoLs, Record Keeping, Mental Ca pacity Act, Person Centred, Pressure Care, Confid entiality, Hepatitis, COSHH, Dementia, Ageing, Pain Management, Alcohol Misuse, Anxiety, Continence, Bloodborne Pathogens, Care Planning, Consent, C ommunicating Effectively, Continence Promotion, D epression, Diabetes, Epilepsy
<p>Contractual Arrangements</p>	
No. of permanent staff	19
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)	7
No. of part-time staff (17-34 hours per week)	12
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 8/2 Three Care Staff Day 8/4 Three Care Staff Day 8/8 Three Care Staff Dau 2/8 Three Care Staff Day 4/8 Three Care Staff Night 8/8 Two Care Staff
<p>Staff Qualifications</p>	
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	6
<p>Domestic staff</p>	



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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ 2 & 3 Fire Training, Bi-polar, Oral Care, Death & Dying, Skin Care, Whistle Blowing, Behaviours that are Challenging, HACCP, DoLs, Record Keeping, Mental Capacity Act, Person Centred, Pressure Care, Confidentiality, Hepatitis, COSHH, Dementia, Ageing, Pain Management, Alcohol Misuse, Anxiety, Continence, Bloodborne Pathogens, Care Planning, Consent, Communicating Effectively, Continence Promotion, Depression, Diabetes, Epilepsy
<p>Contractual Arrangements</p>	
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
<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)	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	2
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	

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	3
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	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.	<p>HACCP  Manual Handling of Objects  First Aid  Fire Safety  Behaviours that are challenging  Dols  Dementia Care  Record Keeping  Mental Capacity  Confidentiality  Whistle Blowing.</p>
<p>Contractual Arrangements</p>	
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
<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)	2
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	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.	Maintenance Person - Maintaining tidyness around the home, carrying out repairs, decorating, driving. Activities Coordinator - Working with Manager and staff to deliver a range of appropriate activities for our residents.
Filled and vacant posts	
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling of loads, First Aid, Sova, Fire Safety, Behaviours that Challenge, Dols, Whistle Blowing
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)	0
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	0
No. of staff working toward required/recommended qualification	0