

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:	Parade House Ltd	
The provider was registered on:	09/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Parade House Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/05/2019
	Responsible Individual(s)	Maureen Rayner
	Manager(s)	
	Maximum number of places	20
	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	Parade House has an Excel based staff training matrix which details all applicable training and the individual status of each staff member. This matrix shows boxes as green when completed, amber when renewal of the course is required and red when the course is out of date. Training is delivered using various methods i.e. online, independent training provider and through Monmouthshire County Council.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Job adverts are placed via Indeed and/or Facebook. Competitive rates of pay are given to staff. Double time on bank holidays and additional pay when overtime is worked. Next pay review in January 2024. Dedicated staff rest area, uniform provided and laundered on site. Considered overall good working conditions.

Service Profile

Service Details

Name of Service	Parade House Residential Home
Telephone Number	01600712821
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages are currently used at Parade House.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	16
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Fees Charged

The minimum weekly fee payable during the last financial year?	875
The maximum weekly fee payable during the last financial year?	1249.58

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?	Residents meeting. Letters/notices. Informal discussions with the RI.

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?	14
How many bathrooms have assisted bathing facilities?	8
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	Residents have access to a large rear enclosed garden with seating areas and benches. Ramp access is available.
Provide details of any other facilities to which the residents have access	Treatment room for hairdressing/chiropractic etc. Snug for private medical consultations/phone calls. Social seating area within the dining room.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

Parade House has always encouraged its residents to have a voice with regards to their care. As a residential home it is understood that residents lead an independent way of life and wish to maintain this as much as possible. Choice is a priority. Residents choose when they get up and go to bed. A choice of lunch and supper is offered as is early morning tea. Special diets and preferences are catered for. The owners take particular interest in providing dietary items that people are used to. For example, one resident requests a certain brand of yoghurt and another enjoys earl grey tea. Residents have choice on their personal care and choose what they wish to wear. Staff are encouraged to make tasks enjoyable and use the opportunity to build better relationships. Some residents will approach the directors privately to voice any suggestions or requests. These discussions are usually informal and therefore not written down. However, we are looking to formalise these conversations. All requests are taken seriously and put into place if possible and acceptable to the majority. As a retirement home, we encourage those in our care to maintain their independence and to be supported as appropriate by the care staff. A variety of activities take place within the home with the support of the activities co-ordinator (quizzes, painting, cards, ball games etc) Outside entertainers also attend on a regular basis (musicians, read aloud, musical movements, holy communion etc). Those able to enjoy walking visit the library and shops or just have a little walk up the street. This can be independently or accompanied by staff. Recently, arrangements were made for the library to visit and supply a resident with books on a regular basis.

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.

Parade House supports the physical wellbeing of residents through friendly & experienced Staff adopting recognised care practices, Comprehensive Staff Training, Exercise, Nutrition using fresh ingredients, through a Physical & Mental Activities Programme and where possible, encouraging regular & consistent contact with Family & Friends. The GP telephones/or physical attends site weekly to support residents care needs. Medication is overseen in-house although if residents can demonstrate they can self-medication safely, this is encouraged. Parade House currently has two residents that actively oversee their own medication.

Additional services via the District Nurse/Physiotherapist/Musical Movements/Chiroprapist etc are also in attendance.

A Daily Handover Sheet and Meeting is completed between Day and Night Staff with all observations being recorded by hand and then where appropriate summarised onto Care Control i.e. Medication Changes, Incidents & Accidents, Sleep Checks etc. Through the Induction and on-going training, Staff know to escalation certain events to Management.

Meetings are held periodically with both residents and staff alike.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safety is taken very seriously at Parade House to protect our residents and staff. We have a full CCTV system within the house. Visitors can be seen on screen so staff can see who is there prior to opening the door. A Paxton system operates on the front door, laundry, cellar and treatment room which only allows access to registered staff during their shift times only. Fire alarms are checked weekly. Emergency lighting is also installed.</p> <p>Residents are discouraged from keeping large amounts of money in their rooms. Residents can choose to have petty cash which is documented and securely kept in the office.</p> <p>Staff are encouraged to bring to our attention and areas of the house which could cause trips or slips and these are dealt with by the maintenance staff member.</p> <p>All staff must have a DBS check prior to starting at Parade House and this is re-done every 3 years. References are also sought in advance.</p> <p>Staff begin on a 6 month probationary period to ensure suitability and regular supervisions are carried out by the registered manager.</p> <p>A whistle blowing policy is in place and we have an open door policy where staff are encouraged to speak freely and confidentially.</p> <p>Residents are encouraged to lead a full and independent life where possible. Some residents have daily walks, often accompanied by the activities co-ordinator.</p> <p>Residents family members are encouraged to visit and there is no real restriction on this but we try to protect lunchtimes.</p> <p>Staff and management observe the interaction in the way that is appropriate to the resident. Any issues are documented and passed on during staff handovers.</p> <p>Night staff check rooms on a 2-hourly basis throughout the night.</p> <p>We aim to continue to improve our protections of those in our care. This is a responsibility we take very seriously.</p>
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<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Parade House is a small family run home for a maximum of 20 residents. The house is situated a short level walk from the town centre. Residents are able to access the library, coffee shops and other facilities. Those less able can be taken into town in a wheelchair or walking with support of the activities co-ordinator. We offer mini bus outings and recently enjoyed an evening watching ballet at the local theatre. The activities co-ordinator runs quizzes, games, and bingo in the lounge for those wishing to participate in group activities as well as one-to-one's in bedrooms for those that prefer this. Regular professionals visit the home for musical movements, chiropody, hairdressing, and holy communion. Local schools also attend at various times to perform which is widely enjoyed by all. Residents have weekly nail care from a beautician in addition to on site dental treatment and optometry when required.</p> <p>At Parade House we are keen to support the residents personal interests and will centre activities around these. We have a weekly arts and craft morning which is popular and a great conversation starter. As we are a small home, our staff have more time to spend with individuals and build great bonds. We continue to strive to improve in this area. Our aim is to offer the best support for a quality fulfilling life.</p>
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The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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>	
	<p>Filled and vacant posts</p>	
	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	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.	Fire safety, 1st Aid, COSHH, Legionella.
	<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)	2	
No. of part-time staff (17-34 hours per week)	0	
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	2	

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	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.	All mandatory training completed.
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
<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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
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?	No
Other 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>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	2
<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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	17
Dementia	17
Positive Behaviour Management	16
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire safety, 1st Aid, Legionella, iStumble, vital signs, covid testing, stroke awareness, oral health, aseptic non touch technique.
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1

No. of Non-guaranteed hours contract (zero hours) staff	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)	11
No. of part-time staff (17-34 hours per week)	5
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.	<p>Day care staff work 8am - 8pm. Occasionally, 8am - 2pm or 2pm - 8pm. Night care staff work 8pm - 8am.</p> <p>Due to refurbishment and subsequent reduced capacity we currently have 2 care staff on shift in the day and 2 night care staff on shift during the night. This will be reviewed again following completion of the refurbishment and original staffing levels reinstated when at or near full capacity.</p>
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
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
<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	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, 1st Aid, Legionella, Fire Safety, iStumble

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	2
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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	5
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire safety, 1st Aid, Legionella, HACCP.
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
<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)	2
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>Other types of staff</p>	
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.	Admin Assistant Handyman Beautician Activities co-ordinator
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Legionella, Fire training, covid testing, iStu mble.
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0