

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:	PARTNERSHIPS IN CARE LIMITED	
The provider was registered on:	10/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fairhome	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	10/07/2019
	Responsible Individual(s)	Christine Keyse
	Manager(s)	Joy Bostock
	Maximum number of places	23
	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	Fairhome has a robust training programme in place for all employees which is monitored weekly - this provides face to face training and also E learning modules. all training is in line with mandatory requirements and in addition we provide bespoke training to support the staff with the diagnosis of the people we support and their needs - a training needs analysis is completed and reviewed and monitored, each staff member has an independent training record and also access to CPD applications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	recruitment and retention is a key area of continued focus - we have reviewed our pay strategy and we pay the RLW pay rates not the NLW, in addition we have reviewed our benefits portal and packages through engagement with staff to ensure that we offer effective benefits - in addition we conduct an annual staff survey and quarterly Your say forums to listen to our staff and provide evidence of "you said we did" turnover at Fairhome is 1.5% and is very low due to consistency and engagement.

Service Profile

Service Details

Name of Service	Fairhome
Telephone Number	01978262379
What is/are the main language(s) through which your service is provided?	English Medium
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?	23
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Fees Charged

The minimum weekly fee payable during the last financial year?	1260.52
The maximum weekly fee payable during the last financial year?	1260.52

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?	Every month the service engages with the people we support in a "Our Say" meeting, this could be 1-1 or group setting dependant on the individual - in this meeting the service is discussed and updates provided, we listen to the people we support, they also have access to the RI and her quarterly Our Say meetings where they also get the opportunity to share with the board of directors any key discussion points. in addition we gather data and information through our resident survey and audits - this data is then collated and shared with "you said, we did" where we update what actions have been taken so feedback is provided. where individuals may lack capacity we engage with family or professionals and in addition review in the quarterly care plan reviews which take place at site - it is important to us to consult with the people who use our services

Service Environment

How many bedrooms at the service are single rooms?	23
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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	At Fairhome we provide a large external garden space where the people we support have been involved in designing this space so that there are areas of the garden for relaxation and also vegetable growing and planting.
Provide details of any other facilities to which the residents have access	In addition we provide a rehab kitchen space which supports and promotes the people we support to learn daily living skills to enhance their skills and pathways out into the community.

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	pictorial aids

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.

We operate a person centred care support planning approach in line with outcome star and have also commenced implementation of electronic records with a system called Nourish. Each person has a person centred care plan which they have been involved with to develop based on needs and also goals and outcomes. as part of this plan we develop the circle of friends and how the individual wishes to be supported and also key details of risk and MDT support working in partnership with key professionals. all support plans have been reviewed and quarterly care plan reviews are evidenced and we pride ourselves on our MDT meetings.

Each person we support has a dedicated key worker and they will complete monthly key worker meetings to discuss goals, outcomes, choices, wishes and also feedback for the service. in addition quarterly care plan reviews are conducted with each person we support, these then link to the annual reviews conducted.

every week a resident meeting takes place to discuss the service and any changes or ideas of what individuals like to do or want to complete.

yearly satisfaction surveys are conducted in line with our engagement.

there is evidence that each person we support has access to information on how to report concerns or make complaints.

monthly audits are evidenced which detail outcomes from this data and also actions taken.

we support individuals to develop pathways and to choose their own individual pathway Fairhome has supported individuals with complex needs to return back to family and also their homes. many of the people we support are supported to gain meaningful employment and we are supporting one individual presently who is learning to drive.

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.

An annual health needs tracker is in place, and individual health action plans for each person we support.

There is evidence that annual health checks are promoted and completed and that people are supported to maintain regular appointments.

as part of the quarterly reviews conducted health is discussed which involves professionals so that we can discuss any change in needs or adaptations required.

regular MDT meetings take place and we work with professionals.

Annual satisfaction surveys are conducted to highlight any feedback.

staff support individuals to look after their own wellbeing but also provide 24 hour support to ensure that is always someone on hand to support, this includes a Nurse.

some of the people we support have additional commissioned 1-1 hours to support them to develop and enhance their social skills and community access.

all documentation has been adapted based on the individual needs and can be further developed if required.

We are currently implementing electronic records - care plans and this will increase oversight and outcomes working in line with the outcome star tools that the site uses.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is a key area the service ensures is implemented - we have a robust safeguarding policy and easy read documentation for the people we support, we ensure all staff are trained in an e learning module and also face to face training on safeguarding adults and children, - the site training compliance is at 91% we encourage an open transparent safe workplace and home for the people we support. annual safeguarding audits are conducted and the Operations Director reviews safeguarding at every visit. the people we support are asked about safety and encouraged to report any concerns which are raised with external authorities in line with policy. medication is managed well and all nurse are trained to administer medication to support and protect the people we support with a boots enhanced training module. out of hours regular checks are conducted to ensure that the service is safe and we complete various additional training modules with staff to support their knowledge and understanding.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service provides a safe and secure environment in which regular checks are conducted to ensure that the site is compliant with H&S and fire regulations. annual checks are conducted by external contractors and weekly and monthly checks are conducted by the maintenance persons whom supports the site. Quality walk arounds are conducted weekly which review the environment and also review if any needs have changed. individuals choose their bedrooms and are involved in all aspects of the decoration of the home and their own personalised bedroom. we provide additional space as quiet areas for the people we support and in addition a garden area which has been developed to include additional seating areas and plants as requested by the people we support. Changes to the service have been made environmentally with consultation of the people we support and this includes decoration, flooring, new furniture and also refurbishment of bathrooms. Following our person centred care planning - we support individuals with outcomes and goals and use the outcome star modules which showcase progress for the individual to see themselves.</p>

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>19</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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, menopause awareness, autism, medication advanced, safeguarding combined, managers induction,
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	1
Deputy service manager	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, menopause awareness, autism, medication advanced, safeguarding combined,

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, medication advanced, safeguarding combined,
<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	3
<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)	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.	12 hour shifts 8am - 8pm, 8pm - 8am 1 RMN on each shift - during the day shift 9-5 there is an additional RMN in the building
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, autism, safeguarding combined, competency training
<p>Contractual Arrangements</p>	
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	6
<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)	10
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>	
<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.</p>	<p>12 hour shift patterns 8am-8pm, 8pm-8am we are flexible with shift patterns dependant on the individual but staff work 3 days on and 3 days off and this is the same for night shifts we have</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>12</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>4</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>2</p>
<p>Health & Safety</p>	<p>2</p>
<p>Equality, Diversity & Human Rights</p>	<p>2</p>
<p>Infection, prevention & control</p>	<p>2</p>
<p>Manual Handling</p>	<p>2</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>2</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, autism, safeguarding combined,</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

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	0
No. of staff working toward required/recommended qualification	2
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	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, safeguarding combined,
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.	Administrator Maintenance
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	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training completed listed as - Dols, Data protection, Fire Safety, introduction to mental health, suicide prevention, Self harm, Cyber security, EF AW, Life Vac, Managing behaviour that communicates distress, safeguarding combined,
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