

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:	Pinehurst Rest Home Limited	
The provider was registered on:	16/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pinehurst Rest Home Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/04/2019
	Responsible Individual(s)	Alexandra Crane
	Manager(s)	Alexandra Crane
	Maximum number of places	11
	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	<p>Supervisions quarterly with staff to identify training needs. Annual Appraisal.</p> <p>All new employees do the two day All Wales Manual Handling Pas sport training.</p> <p>All new staff have two or three induction training days/nights so they are supernumerary.</p> <p>In-house induction training is undertaken at the start of employment.</p> <p>Training for core subjects, the AWIF and refreshers are done through SCWDP, Bridgend County Borough Council and Clare Caddy Edmunds, Independent Training Provider, Bridgend.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment of staff is undertaken by the Registered Manager/RI Posts are either advertised through the Gov.uk site or word and mouth. Two written references and DBS check are obtained before commencing employment.</p> <p>Retention of staff is preserved through good support/training/supervision/good communication.</p> <p>We have a low turnover of staff and low sickness levels.</p> <p>We do not rely on Bank or Agency staff</p>

Service Profile

Service Details

Name of Service	Pinehurst Rest Home Limited
Telephone Number	01656771337
What is/are the main language(s) through which your service is provided?	English Medium
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?	16
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Fees Charged

The minimum weekly fee payable during the last financial year?	680
The maximum weekly fee payable during the last financial year?	737

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, Staff and Family Questionnaires are completed as part of the Bridgend County Borough Council contract monitoring inspection process. Staff have monthly meetings which are minuted. Residents have monthly meetings which are minuted.

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden at the rear of the property that residents can access via the dining room or the double downstairs bedroom. Landscaped garden, raised borders at a suitable height for residents to access if they wish to. No steps. Lots of flowers and pots, large garden table and 6 chairs, smaller garden table and four chairs. We have a front garden with lots of pots for flowers which residents can help maintain with supervision.
Provide details of any other facilities to which the residents have access	Some residents are able to access the kitchen independently to get fresh fruit or drinks. Some residents are able to access the kitchen with supervision to help wash and dry dishes.

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.

The residents are the heart of the service every minute of every day. We talk, laugh, sit with them. Celebrate with them, show care, empathy, compassion if upset or sad. Give them a hug if needed.

Take them out for walks just to see the sea and maintain exercise, which can be daily or if a resident is seeking to go out. We used a risk-assessed approach, so our current cohort of residents means a member of staff can leave the building to take a resident to the seafront and back without it being detrimental to the safety and well-being of other residents with one member of staff (late shift only).

Most walks are done in the morning with the Manager or can be with Care staff as more staff around in the day.

Residents are asked what they'd like to wear, what they want for breakfast, alternatives are offered for mealtimes every meal time. We ask them likes and dislikes. They go to bed and get up when they want, have their hair done when they want. Members of staff maintained their hair during COVID and this has continued as that's what residents preferred despite asking a professional hairdresser to come in. They enjoy and do lots of different activities/games, crafts/knitting – residents often request what types of things they would like to do.

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.

Please explain how you evidence the above:

We evidence this in our daily reports, staff and residents meetings. We involved them in the decor and upkeep of the home and garden.

We observe how they interact with us and each other, they have time to themselves if they choose when they want in their rooms. We encourage them to sit in lounge and chat or watch TV or offer to take them for a walk if they want to go out.

Please explain how you evidence the above:

Yes residents are supported with this and policy in place as per Regulation 33.

Residents attend GP or hospital appointments, opticians, Dentist etc as required.

Pinehurst works on the basis that the residents should keep health care appointments.

Relatives or friends are the main point of contact to provide escorts for appointments.

1. A staff escort will be provided if relatives or friends are unavailable. At times, appointments do need to be arranged as no escort is available due to staff on leave or sickness.

2. If an appointment has to be postponed then another will be made in advance when staff member available.

3. A risk assessment is completed if required.

4. The reasons for the journey must be discussed with the resident and or relatives or friends.

5. All staff selected for escort duty should know the resident concerned and be fully aware of the resident's care needs including any special needs or requirements.

6. Staff in the home are responsible for ensuring that the resident is prepared and transport is available with support from a wheelchair or any other aids that are required.

7. To ensure the safety of both resident and the escort, the escorting staff should carry a mobile phone and are aware of any telephone numbers required.

8. Appropriate staff are allocated to the escort duty.

9. Necessary equipment and medication are available if required to use during the escort duty.

10. Safety and good communication between all parties must be considered before and during the escort period.

11. Pinehurst has Liability Insurance.

The extent to which people feel safe and protected from abuse and neglect.	Whistle-blowing and Complaints Policy as part of staff handbook on employment. Policy in place as per Regulation 64 & 65 We have no safeguarding issues currently.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>Please explain how you evidence the above:</p> <p>Our Activities Co-ordinator attends for formal activities 3 times a week, Monday, Wednesday and Fridays. Residents have their own Activity bag with items provided that they enjoy doing, so staff can support them with this anytime of the day. Residents like to go for a walk to the seafront, some help lay the tables for lunch, sweep the floor, fold laundry, fold napkins, wash and dry dishes, peel vegetables, help in the garden etc. There is something for everyone. Some enjoy watching the TV, read books, knitting, colouring, listening to music. There are formal times and informal times for activities, they can happen throughout the day or evening depending on the choice of the resident. Toby our cat offers enjoyment for the residents. They enjoy seeing him and some feed him. Staff bring our children in which the residents' all enjoy interacting with We feel it is important to involve the residents as much as possible with the various activities, to encourage any existing hobbies they may have, or to develop new interests. By keeping the residents both physically and mentally active, it helps to promote and enhance their wellbeing and sense of purpose. Our activities are suitable for all abilities. We have a fantastic, dedicated Activities Coordinator called Siân. We have the following regular activities:</p> <ul style="list-style-type: none"> • Art and craft sessions twice a week – very popular, with a wide range of ideas offered. • Dedicated activity sessions twice a week – lots of variety including different types of games, reminiscence activities, music, discussions, hobbies... • Welsh word / phrase of the week. • Pamper sessions. • Chair exercises / yoga. • Knit and Natter sessions. • Singer / guitarist – 'singalong' sessions and can play requests • Selection of singers – covering all eras of music. • Weekly visits (during term time) from students from UWC Atlantic College, as part of their International Baccalaureate – chatting, discussions, games, singalongs... (sessions waiting to restart due to COVID-19 pandemic) • 'Beautiful You' sessions, to pamper our residents. • Residents are encouraged to use our iPads – to listen to the radio, watch TV programmes, YouTube, play games, do jigsaws, and to keep in touch with family and friends via Skype or FaceTime. • Library service, which visits the Home every 5 weeks. • Weekly rides on a trishaw around Porthcawl seafront and town, provided by Porthcawl JOY-Riders. <p>and much more</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)

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
	<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	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	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	AWIF we use this as a refresher for all staff including Managers as covers core subjects for current staff not just new staff. Oral Care Champion Falls Prevention
	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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls prevention Oral care champion
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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?	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	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	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Prevention Oral Care Champions NB the Registered Manager and Deputy Manager are the Registered Nurses live on NMC register.
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)	1

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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>Manager/RI/Director 4 days at service, 1 admin from home 9-5pm Deputy Manager 4 days at service 8.30-3pm</p>
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	13
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	2
Health & Safety	13
Equality, Diversity & Human Rights	2
Infection, prevention & control	13
Manual Handling	13
Safeguarding	6
Medicine management	13
Dementia	6
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Falls Prevention training Oral Care Champion</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	13
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	

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.	07.00-14.30 13.45- 21.15 21.00 - 07.00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	6
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Prevention Oral Care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

<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.	07.00-14.30 13.45- 21.15 21.00-09.00
<p>Staff Qualifications</p>	
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	1
<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	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
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.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

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?	No