

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:	PREMIER 1 HEALTHCARE LTD	
The provider was registered on:	24/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ashley Court Care	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/07/2018
	Responsible Individual(s)	
	Manager(s)	Sayuri Weerakkody
	Maximum number of places	47
	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>We provide in-house training (Fire Training, Manual Handling, Dementia Awareness, Pressure Sore Awareness, Person Centred Care).</p> <p>All staff must complete their E-learning modules within a certain time frame (E-Learning covers all other mandatory training, Food Hygiene etc).</p> <p>We also outsource other training needs to companies such as Mind consultancy (Mike John) and Care Safe Training (Ben Davies). Through meetings, supervisions and appraisals we identify if certain staff require further training</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We advertise through Indeed, Facebook for job vacancies that are required within the home.</p> <p>We also hold an A Star Licence (British Government Approved) to recruit overseas staff.</p>

Service Profile

Service Details

Name of Service	Ashley Court Care
Telephone Number	01554750563
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some staff speak Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	61
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.51
The maximum weekly fee payable during the last financial year?	726.07

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Family Meeting Facebook Posts Letters One to one

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	18
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Large Garden within the complex. Large Garden across the road from Care Home which we use as well.
Provide details of any other facilities to which the residents have access	Large Garden across the road.

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.

<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>With Dementia Individuals its hard to gather certain information from them but we collect relevant information and continue to gather from families, visiting Friends and Social Services. For example, our care staff, Activities team, spend 1 to 1 with individuals and gather relevant information required. We offer families the option to look through their relatives care plan and help us to update as we go along. We ask families to fill in a questionnaire at the start to help us provide better quality care and have a person centered care plan.</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>We try to create an environment where residents feel content, supported, and happy to maintain their well-being. With person-centred care, we look for individual needs and preferences. With social engagement, encouraging social interactions and providing opportunities for residents to connect with each other and participate in going out on trips during the week, and activities within the home. With health and medical support, We have trained staff who provide assistance with daily activities, medication management, and healthcare needs. Check-ups from GP's and D Nurses visiting every week when required. With emotional support, care staff monitoring individuals' emotional well-being and mental health. And being aware of mindfulness, and mental stimulation. Nutritious meals: Providing balanced meals that cater to individual dietary needs and which is essential for maintaining good health. Environment and safety: We ensure a safe and comfortable living environment for individuals including good hygiene standards, and appropriate safety measures to prevent accidents. These factors collectively contribute to the happiness and well-being of individuals residing in a care home. However, it's important to note that specific practices and approaches may vary between different care homes and countries.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Ensuring the safety and protection of our individuals from abuse and neglect is of paramount importance. Staff training and recruitment is vitally important We implement CRB checks during the staff recruitment process to ensure individuals with a history of abuse or neglect, and references are requested before staff are employed. Ongoing training; in-house or E-learning training is provided to staff members, focusing on preventing abuse, proper communication, and maintaining good practices. Other key areas the home focuses on are, correct staffing levels, supervision and appraisals, regular monitoring from management and RI checks, and encouraging good communication practices and collaboration with external agencies: It is important to note that while care homes strive to create a safe and protected environment, instances of abuse or neglect can still occur. Prompt action should be taken to address any reported incidents, provide support to the affected individuals, and prevent future occurrences through improved policies and training.</p>

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

By providing accommodation that best supports the well-being of the individual within the care home is crucial. The key areas that contribute to creating an environment that supports individuals within the home are:
 Personalizing their bedroom and choice: Individuals should have the opportunity to personalize their own bedroom space to reflect their individual preferences and create a sense of familiarity. This includes bringing personal belongings, decorating their room with personal furniture, pictures, etc. Accessibility and safety: The care home is designed to meet the needs of individuals, ensuring accessibility and safety. This may include features like handrails, non-slip flooring, wheelchair accessibility, and properly installed safety equipment to prevent accidents and promote independence. Comfort and privacy: Providing comfortable living spaces that offer privacy is essential for the individual's well-being. Supportive facilities: The care home offer facilities and amenities that support individuals' physical, emotional, and social well-being. This includes communal areas for socializing, a large garden, activity rooms for mental stimulation, and access to other services within or nearby the care home. It is important that care staff regularly assess and review individuals' needs and preferences to ensure that the accommodation and support provided align with their personal outcomes and contribute to their overall well-being.

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)	29
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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.	Challenging Behaviour 1 Fire Training 1 Personal Cantered Approach 1 DOLs 1 PLEASE NOTE THAT I HAD TO PUT DOWN ZERO (0) ON MOST QUESTIONS BECAUSE THERE'S A GLITCH ON YOUR SYSTEM THAT DOESN'T ALLOW ME TO PUT ACTUAL FIGURES DOWN.
Contractual Arrangements	
No. of permanent staff	0
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
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
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Training Challenging Behaviour Fire Training Person Centred care
Contractual Arrangements	
No. of permanent staff	0
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
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?	No
Senior 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	4
No. of posts vacant	2
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	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training Challenging Behaviour
Contractual Arrangements	
No. of permanent staff	0
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
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.	We have 4 Senior Carers, 2 for day 2 for night. They work full time hours, 12 hours shifts, 4 shifts a week each.
Staff Qualifications	
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
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	17
No. of posts vacant	4
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	18
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17

Safeguarding	17
Medicine management	4
Dementia	17
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	17
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)	17
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Depending on our occupancy, our average care staff levels providing person centred care through the day/night are 12.9 during the day and 3 for night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	0
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	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	0

Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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)	4
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	4
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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0

Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training
Contractual Arrangements	
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
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)	3
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?	No