

# 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:	Regency House Residential Home Ltd	
The provider was registered on:	25/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Regency House Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	25/01/2019
	Responsible Individual(s)	Cerion Thomas
	Manager(s)	Cerion Thomas
	Maximum number of places	52
	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	The company uses a digital system for staff training (Care Skills Academy) this allows all mandatory training to be completed in a timely manner and ensure that staff remain up to date and current. External sources of training have also been accessed with private training companies for courses in manual handling and emergency first aid. ABUHB have also supported to provide training to our staff in falls risks etc.
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 of staff has remained a challenge during the last 12 months. We have adjusted our rota's in an attempt to make the roles more appealing. We now offer 6, 8 and 12 hour shift options to new starters. We have also added an unsociable hours pay increment to make the night shift more attractive to potential staff.

## Service Profile

### Service Details

Name of Service	Regency House Residential Home
Telephone Number	01495763597
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service	Whilst our service is mostly delivered in English we do endeavour to accommodate other languages into life at Regency. We are currently working towards the Welsh offer and we are always keen to incorporate other languages that residents may speak into our daily life. French, Polish and Portuguese are languages that feature in our daily life at Regency and whilst we are certainly not fluent we work with external agencies and utilise technology in order for us to provide a person centred approach
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	91
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	885.91
The maximum weekly fee payable during the last financial year?	885.91

##### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	Monthly resident and relatives meetings are held at the house. We have several social media platforms that allow relatives and friends of the house to see what's been happening and to notify people of forthcoming events.

##### Service Environment

How many bedrooms at the service are single rooms?	50
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	43
How many bathrooms have assisted bathing facilities?	7
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There are 3 safe patio areas that residents have access to freely. We also have a further patio area on the grounds that can be utilised with assistance from family or staff.
Provide details of any other facilities to which the residents have access	We also have an activities room that is used for planned activities and for a place for residents to meet. We also use our inflatable pub during summer months and events to provide additional shelter.

##### 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.

Whilst the period has remained challenging to the home and Social Care Sector as a whole, Regency House has managed to achieve outcomes for the individuals that we support. Through regular meetings with both residents and their representatives we have identified what our residents truly want from the service. Whilst the management of resident and relative meetings has been challenging the house has established systems that will allow for meetings to take place. These include hosting smaller focused meetings on each unit and using feedback forms to measure areas like food delivery and activities. Through our quality assurance data collections, we have established that our residents on the whole feel that they are supported and are able to design their care package to meet their individual needs. They feel able to have their say on any environmental changes and refurbishment plans. Treated with dignity and respect, and feel comfortable to approach staff with any questions or concerns. It is important to us that our staff are confident in the delivery of truly person-centered care. We ensure that our staff receive extensive training provided by external providers, such as Aneurin Bevan Health Board and via our e-learning provider Care Skills Academy. During the review period staff have refreshed existing skills and have obtained new. Through our staff quality assurance process, we identified that on the whole our staff are satisfied in their job roles and that they feel valued by the Company. Staff support and supervision meetings was an area that required adjustment and since our inspection, a new rota-based system has been embedded ensuring that senior staff focus and achieve outcomes for our staff. Our established links with external professionals continue to ensure that our residents receive timely support for their health needs. We have established excellent links with memory services, particularly the Dementia Mapping Team, this has prevented the need for the use of medication in the treatment of adverse behavior and also empowered our staff to be able to recognise behavior changes and their potential cause. Our open, transparent approach to the way in which we provide the care required for each resident assists us to ensure that residents receive the best possible outcomes. Inclusion and promoting a sense of control empowers our residents to achieve outcomes that they have designed. We have recently adopted an outcomes-based approach to the way in w

<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>Part of our ethos at Regency House is for our residents to 'truly live', our extensive activities program not only provides entertainment but also supports our residents to maintain skills and relationships in the wider community. Whilst we have faced difficulties in retaining our relationships with some organisations, since the pandemic, we certainly have forged new. During the review period our residents have slowly reintegrated with the wider community visiting local library dementia days, accessing charity based organisations and generally having fun not being at home. It has remained our priority for some time to re-engage with external activities, however this has been difficult to achieve. Our staff have ensured that they have constantly stayed abreast of ever changing guidance to ensure that our residents remain as safe as possible. During our regular resident and relative meetings our residents have created a wish list of activities and whilst some remain out of reach, some have already been achieved. During the review period we have seen an influx of professionals visiting to improve our residents well-being. The return of routine appointments from opticians and dentists have assisted in ensuring that our residents health needs are being maintained. Face to face training has returned for some staff with our activities team accessing peer training sessions with activities staff from all over Wales, a refreshing change from Microsoft teams. These training sessions not only provide much needed support to our staff boosting their well-being, but also ensures that our residents receive meaningful interactions and stimuli throughout their stay at Regency House.</p> <p>Whilst staff supervision has been a focus for us during the period, we now feel we have an established system in place that truly aids in the well-being of all staff. Staff now feel they have opportunity and an arena to share both positive and negative information with managers. Staff feel supported and that the Company has their overall well-being in mind.</p> <p>As, like all other Social Care settings we have experienced some recruitment and retention problems during the period, however through providing a flexible approach, without compromising on standards of care being provided, we now have a full complement of staff and no current vacancies.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Whilst our setting may not be the most modern or ascetically pleasing, it is a clean safe, homely environment where our residents are allowed to truly live. Our on-going maintenance program has seen us develop new external areas to enable our residents to access outside spaces in a safe way. We have become more energy efficient, during the period, replacing our windows with modern UPVC double glazed windows, all achieved by accessing Government grants. We are continuing with our rolling fire door upgrades to ensure that we meet new requirements, and whilst this has caused some disruption, is important for the safety of the house and its residents.</p> <p>Our residents safety is of the utmost importance to us, and so we have regular contact with Torfaen Safeguarding team, whom we have developed excellent working relationships with. This is so that we can be confident that our Company policies procedures and the way in which we work truly protects our residents in order for them to continue to live. There are systems in place to ensure that the Management team access services for advice or guidance maintaining our Duty to Report.</p> <p>In order to ensure that we protect the rights of our residents the Company ensures that those who require them, are referred to the Deprivation of Liberties Safeguards (DoLS) team. This ensures that our residents human rights are protected and upheld. Whilst there were some requirements highlighted in some of our residents authorised applications (capacity assessments for using wheelchairs and living within a care environment) on the whole most were authorised with no attached conditions.</p> <p>As a Company we recognise that we may not always get things right, we have an established complaints procedure in place where staff often record complaints or concerns to ensure that we address all issues and to ensure that our internal processes, policies and procedures are functional and are fit for purpose. During the period adjustments were made to our policy to ensure that complaints were processed and answered fully. Whilst this policy is in its early stages we are have confidence in the process.</p>

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

Whilst we pride ourselves in delivering truly person centered care that allows people to live, we also recognise when conditions change, and have established systems in place to measure this. Our dependency tools ensure that residents care needs are fully met and also ensure that services are accessed to provide additional support when required. Whilst difficult, we are also able to recognise when we are no longer meeting a persons care need. Through established policies and procedures we are able to support our residents to access additional care provision and have developed strong links with Nursing Care environments to ensure smooth transition. During the period we have successfully supported five residents with their transition into Nursing Care.

Ensuring our residents are able to design and achieve outcomes that are important to them has been a priority during the latter part of the review period. Whilst the majority of our residents have ailments that would normally prevent them from achieving some things, we have been able to create plans that have allowed for them to be met. Simple things like being able to go to the shop daily have become a feature of daily life for some of our residents. Whilst we have always been an active house, we recognise that perhaps care plans did not evidence personal outcomes that were important to our residents. Care plans have now taken on a new format that highlights what is important, whilst maintaining a structure that ensures that staff understand what each individual needs and how to provide this.

Regular visits from our Health and Safety consultant ensure that we meet all requirements in relation to this area. Any changes to the environment both internally and externally is discussed to ensure the safety of all involved.

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

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.	

#### 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
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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	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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)	2
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 social care worker	3
No. of staff working towards the required/recommended qualification	0

#### Nursing care staff

Does your service structure include roles of this type?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	falls prevention training from ABUHB.
Contractual Arrangements	
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	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)	7
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.	<p>12 hour shifts over 7 day period - we endeavor to ensure that each member of staff has every other weekend off.</p> <p>Day shifts consist 9 care staff including at least two senior members of staff.</p> <p>Night shifts include 7 members of staff including at least two senior members of staff</p>
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	0
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	30
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	7
Health & Safety	30
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	30
Safeguarding	30
Medicine management	0
Dementia	30
Positive Behaviour Management	30
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	30
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)	24
No. of part-time staff (17-34 hours per week)	6
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.	<p>6 or 12 hour shift over a 7 day period - we endeavor to provide every other weekend off.</p> <p>Day shift - 9 care staff per shift including at least two senior members of staff</p> <p>Night Shift - 7 members of staff including at least two senior members of staff</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	10
Domestic 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	11
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	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	11
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)	11
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering 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>	
<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	0
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	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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
<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)	4
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	4
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.	Administration staff Maintenance staff

Filled and vacant posts	
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	0
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	0
Food Hygiene	0
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)	2
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	4
No. of staff working toward required/recommended qualification	0