

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:	Rushcliffe Care Limited	
The provider was registered on:	17/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Queen's Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/07/2019
	Responsible Individual(s)	David Kwei
	Manager(s)	Amanda Johnson
	Maximum number of places	4
	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 has a contract with Care Skills Academy that provides online training for mandatory and statutory courses. We have a Training Manager who assesses the training needs of all staff through recruitment information, supervision and appraisals. The Training Manager then enrolls the staff based on their personal and professional needs. The Company also has inhouse trainers who facilitates sessions that cannot be delivered online i.e. Positive Behaviour Management, First Aid.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Company use value based recruitment and induction. Vacancies are advertised via our company website and Indeed. Once applications are received, we go through a thorough screening process and interview suitable applicants who can assist the service users with their recovery journey. We then provide induction before staff commence duties. Staff who are employed with us are valued and supported through training programmes and regular supervisions/ reflective practice.

Service Profile

Service Details

Name of Service	Queen's Care Home
Telephone Number	01639850512
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	2275
The maximum weekly fee payable during the last financial year?	2485

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular Service User meetings, 1:1 sessions and Service User satisfaction survey

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a garden to the rear of the Home.
Provide details of any other facilities to which the residents have access	Games room and kitchen

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>The Home has a culture that everybody deserves to be heard as an individual. Service users have regular MDT meetings, where they are encouraged to participate fully in the care that they receive. We advise service users to invite their community team (coproduction), advocates and family members if they wish for them to be present. The Home uses the Welsh Measure to plan care and treatment for the service users in which they participate fully and sign as a means of agreement. CIW and advocacy service details are displayed within the Home so service users can complain if they feel their voice is not being heard. Minutes of service user meetings is discussed at governance level.</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>When we receive a referral to the Home, we will carry out a pre-admission assessment where we decide the service user's suitability and what they view as important in their health and wellbeing. On arrival to the Home, a wellbeing contract will be drawn up between the service user and the Team to dictate what goals need to be achieved. This will be reviewed on a regular basis by MDT members. Following an interest checklist assessment, Service users are encouraged to engage in all community activities, either independently or as a group (social and educational). They are also encouraged to complain whenever they feel that their needs are not met. It is evident from regular meetings and service user surveys that they are happy with the care they are receiving at the Home. Regulatory reports, Responsible Individual meetings with service users also confirm how the service users feel within the Home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is evident within service user surveys, regulatory reports and responsible individual meetings that they feel safe and protected from abuse and neglect. All service users are allocated a key worker from admission who they will have regular 1:1 sessions with. The Home and all equipment is well maintained and both the responsible individual and manager look for ways to improve safety through regular environmental/ health and safety audits. Service Users are allocated bedroom keys so that they are confident their belongings will be safe. The Home is always equipped with safe staffing levels to assist service users with their activities of daily living. Service Users are protected from being bullied, harassed or exploited through incident and accident reporting processes. Food Standard Agency carry out regular inspections and the Home is clean and hygienic to prevent infection and promote service user's overall health and wellbeing.</p>

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

Our approach is to work in partnership with our service users to enable them to connect with their social surroundings, physically active, continue to learn new skills and be able to pay attention to the present moment (mindfulness).

Our priority is to ensure service users are provided with a comprehensive rehabilitation programme; taking into account their individual physical, psychological and social needs.

Service users will be involved in all stages of their assessment, care planning and evaluation and will be invited to participate in their multi-disciplinary reviews where appropriate. We recognise that measuring and recording progress towards achieving these personal outcomes should be part of, and embedded into, the conversation a service user has with staff. Reflecting on progress towards achieving personal outcomes helps to determine whether the plan is effective or whether change is required. It provides the service user with the time to reflect on what matters to them and the steps they are taking to achieve their goals.

We ensure that the well-being of those in our care is managed effectively: both individually and collectively.

The care interventions provided aim to encourage service users to participate as fully as possible for as long as possible, in providing for their own needs including having appropriate access and supervision to access local amenities and participate in community or IT learning opportunities and generally live as independently as possible, whilst utilising the support of appropriate staff.

In recognition of the diversity of our service, access to appropriate social and recreational facilities in the community is sought, whilst specific activities are also provided within the home to enable those service users who are feeling tired, ill or generally not currently able to access the wider community to engage others. As well as individual community activities, we also provide opportunities for staff and service users to access social amenities on a regular basis as a group.

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) 6

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>		
<p>Filled and vacant posts</p>		
	No. of staff in post	1
	No. of posts vacant	0

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.	Duty of Care Fire Safety GDPR Sepsis Professional Boundaries Dysphagia Risk assessment Hand hygiene Basic life support Autism Oliver McGowan First aid at work

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

Deputy service manager

Does your service structure include roles of this type?	No
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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?	No
Senior 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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	behaviours that challenge Diabetes Duty of Care Fire Safety GDPR Professional Boundaries Hand hygiene Basic life support Autism Food allergies Oliver McGowan Emergency first aid at work
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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.	07:30-20:00 day shift 19:30-20:00 night shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</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	9
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Behaviours that challenge Diabetes Duty of Care Fire Safety GDPR Professional Boundaries Hand Hygiene Basic Life Support Autism Food Allergies Oliver McGowan
<p>Contractual Arrangements</p>	
No. of permanent staff	9

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	5
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.	Day shift- 07:30-20:00 (3 staff minimum) Night shift- 19:30-08:00 (2 staff minimum)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No