

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:	Sarah Wilkie	
The provider was registered on:	11/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Montrose Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/06/2018
	Responsible Individual(s)	Sarah Wilkie
	Manager(s)	Sarah Wilkie
	Maximum number of places	10
	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	A training matrix is in place for each staff member. Staff raining is provided both online and face to face
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	No staff losses or recruitments in the last financial year.

Service Profile

Service Details

Name of Service	Montrose Residential Home
Telephone Number	01437 764395
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?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	786.21
The maximum weekly fee payable during the last financial year?	786.21

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?	Social media News papers

Service Environment

How many bedrooms at the service are single rooms?	8
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?	2
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	Large rear garden
Provide details of any other facilities to which the residents have access	Small seated area to front of property

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)	Yes
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 residents in Montrose are encouraged to engage with the staff, their families and friends and any health professionals that visit them. All staff members are required to listen to the residents so that they have freedom of choice in all aspects of their care from the clothes they wear to the medical treatment they receive. The manager has individual and group meetings several times a week with the resident to make sure they are happy and that the choices they are making are being fulfilled.</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>A thorough assessment is complete prior to admission for each and every resident which includes gathering assessments from any health care professional to ensure that a placement in Montrose is suitable and that we are able to meet their care needs. For those whose care needs change during their time in Montrose the management will work with the resident, the staff, their families and any relevant healthcare professionals to adjust their care plans and make any changes needed to ensure that we can continue to provide them with the care they require. Some of these changes could include, additional training for staff, supplying additional equipment, adjusting staff ratios. Montrose is staffed by highly experienced and trained staff. Training is ongoing with each staff having personal development goals to make sure that they have the knowledge needed to assist the residents with all aspects of their care needs.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff members go through an interview process which includes obtaining references, background checks and a DBS check. 50% of the staff in Montrose have worked there for over 19 years with the remaining having worked there for between 4 and 8 years. During their employment staff have regular supervisions and work closely with the manager and the RI during their shifts. All staff members go through annual safeguarding training and are reminded of whistleblowing during their supervisions, they are also given an opportunity during this time to discuss any concerns they might have. Discussions with residents and their families also take place and they are encouraged to voice any concerns they might have and if anything is identified then measures are put in place to protect the resident concerned.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All residents in Montrose are encouraged to continue their lives as they did before arriving in Montrose whether that be attending church, a daily walk, knitting, gardening etc, or maybe a resident wishes to do something new to them. Staff and management will work with the resident and their families to identify what it is that resident would like to do and the best way to achieve this. They will then be supported to do this and Montrose will identify the risks, any equipment or resources needed, and provide staff. The wellbeing of each of the residents is monitored closely through observations and discussions and changes will be made accordingly so it is maintained.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>

Deputy service manager	
Does your service structure include roles of this type?	No
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	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	0
Safeguarding	0
Medicine management	0
Dementia	1
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	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
Staff Qualifications	
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
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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Special diets
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
<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)	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;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	1
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