

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:	Serenity Homes Limited	
The provider was registered on:	09/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gnoll Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	09/08/2018
	Responsible Individual(s)	Nargis Sardar
	Manager(s)	Sarah Skinner
	Maximum number of places	29
	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	our staff has updated training also our staff has done all the mandatory training online and also conduct in-house training for continuing practice development for staff like manual handling, fire extinguisher training, and mouth care champion training, also the staff has competency assessment. we do a staff meeting on regular bases and we prefer duty of care first so staff meeting is not more than 20 minutes for professional communication staff use control walkie-talkie handsets.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year. Serenity homes ltd has been working with local and national agencies to help us finding nurses and carer. We have been laising with remedi care, howard finley group, prg etc. At teh same time also taking help from local agencies to cover the shortfall specially for nurses. The company has been over £1 extra for picking up shifts and not calling sick. We also than kful to welsh govt for their carer payment which really help us to retain lots of staff and recruits.

Service Profile

Service Details

Name of Service	Gnoll Nursing Home
Telephone Number	01639637988
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?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.00
The maximum weekly fee payable during the last financial year?	930.00

Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	2
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?	We have created an open door policy for the service Created complaint and complimentary box

Service Environment

How many bedrooms at the service are single rooms?	25
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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Our residents have access to the garden
Provide details of any other facilities to which the residents have access	Lounge upstairs and downstairs garden

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	Yes
List 'Other' forms of non-verbal communication used	lpad and phone for service user to chat with their love ones and get professional advice

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.	every six monthly home collect feedback from service user, staff, relatives and professional etc to form part of quality assurance report. Manager have open door policy We have family meeting and whats app group
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.	We ensure that our service user are happy and supported to maintain their ongoing health, development and overall wellbeing. we have extensive training include the special focus on person centered approach while delivering care and special attention in importance of being continuous and constant communication
The extent to which people feel safe and protected from abuse and neglect.	To ensure the service user feel safe and protected from abuse and neglect. Home have following policy and procedure including training Safeguarding policy and procedure Safeguarding training Manager Walk around
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	To ensure that service user live in accommodation that best support their wellbeing and achievement of their personal outcomes . we have regular meeting and feedback.

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)	30
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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?	No
	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?	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	