

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:	The Old Vicarage Registered Care Home LTD	
The provider was registered on:	10/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Old Vicarage Llangollen	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/10/2018
	Responsible Individual(s)	Bethan Mascarenhas
	Manager(s)	Bethan Mascarenhas
	Maximum number of places	17
	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	During the last financial year, training needs were identified by the manager and deputy through their understanding and knowledge of the service, organizational requirements, and staff supervision. These needs were addressed through a blend of online, in-house, and external training sessions.
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, our service provider implemented robust recruitment and retention strategies. This included targeted hiring processes, competitive benefits, ongoing professional development, and employee engagement initiatives. Our focus was on attracting and retaining skilled staff for quality service delivery

Service Profile

Service Details

Name of Service	The Old Vicarage Llangollen
Telephone Number	01978861866
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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Fees Charged

The minimum weekly fee payable during the last financial year?	825
The maximum weekly fee payable during the last financial year?	940

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?	During the last financial year, we established various arrangements to consult people who use our service. Our open house policy encouraged individuals to reach out to us with their feedback and concerns. Additionally, regular resident's meetings were held, providing a platform for open discussions and gathering insights into the operation of our service. These initiatives ensured active engagement, enabling us to incorporate the perspectives and needs of our service users into the ongoing improvement of our services.

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	8
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	The residents have access to a variety of outside spaces within our premises. This includes a greenhouse, a well-maintained lawn, multiple seating areas, and a cabin that offers a sheltered environment. These outdoor spaces are designed to provide a pleasant and accessible environment for the residents to enjoy and engage with nature.
Provide details of any other facilities to which the residents have access	None

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.

Due to our Responsible Individual being on sick leave and her GP advising against work-related activities, she is unable to personally prepare the statement of compliance. During her absence, the other director, in collaboration with 2 deputy managers (both of whom hold Level 5 diplomas in Leadership and Management) is assuming the RI's duties. This team ensures the ongoing compliance and effective management of our care home, upholding our commitment to delivering high-quality care and support.

We prioritize creating an environment where individuals feel empowered, valued and actively involved in decisions about their care and support. We strive to ensure that voices are not only heard but also genuinely listened to, respected, and acted upon
Open Communication Channels: We encourage and develop open transparent communication allowing expression of thoughts, concerns and preferences. Staff engage in meaningful conversations with residents listening to feedback, ideas, and suggestions

Person-Centred Care: Residents unique needs, preferences, and goals are forefront. We work closely with residents, their families and advocates to develop personalized care plans, ensuring choices and wishes regarding care and support are respected and considered

Choice and Flexibility: Having choices promotes a sense of dignity and control. We provide a range of options in areas such as meals, activities, social engagements, and daily routines. This empowers residents to make decisions that align with their preferences, enabling independence and individuality

Empowering Independence: We believe in fostering independence and enabling residents to continue engaging in activities they enjoy. Staff provide support while promoting self-sufficiency, ensuring a sense of purpose and autonomy

Engagement and Activities: We offer a wide range of activities, social events, and outings. These are designed to cater to diverse interests, hobbies, and cultural preferences.

Regular Feedback Mechanisms: We seek feedback from residents through resident forums and informal conversations. This assesses quality and identifies areas for improvement, ensuring continuous improvement

Our home is committed to ensuring that residents' voices are valued, choices are respected, and opportunities for growth and fulfilment are made available. We strive towards a culture of inclusivity, empowerment, and person-centred care, enabling each individual to live a fulfilling and meaningful life.

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 are dedicated to ensuring the happiness and well-being of our residents while providing comprehensive support for their ongoing health and development.

Holistic Approach: We adopt a holistic approach that encompasses physical, mental, and emotional well-being. Care plans address the unique needs and preferences of each resident, promoting their overall health and quality of life.

Personalized Care: Individual needs vary, and we tailor our care to meet those specific requirements. Through regular assessments and personalized care planning we identify areas for improvement and create tailored interventions to support residents' ongoing health and well-being.

Skilled Staff: Our compassionate and skilled staff play a vital role in ensuring the well-being of residents. They receive regular training and professional development to enhance their knowledge and skills, enabling them to provide high-quality care and support.

Physical Health Maintenance: We encourage residents to engage in regular physical activities appropriate for their abilities. We offer various exercise programs, recreational activities, and access to healthcare professionals to support their physical health and well-being.

Mental and Emotional Support: We prioritize mental and emotional well-being by creating a supportive and nurturing environment. Our residents have access to stimulating activities and social interactions.

Nutritious Meals: Proper nutrition is essential for maintaining overall health and well-being. We offer a balanced and nutritious menu, taking into consideration individual dietary requirements and preferences. We promote healthy eating habits and provide dietary support as needed.

Social Engagement: We foster a sense of community and social connection among residents. Regular social activities, outings, and events are organized to encourage interaction, reduce isolation, and enhance overall well-being.

Regular Assessments and Reviews: We conduct regular assessments and reviews to monitor residents' health, development, and overall well-being. This allows us to identify any changes or areas requiring additional support, enabling us to adapt our care plans accordingly.

Family Involvement: Family involvement is important in maintaining well-being. We encourage open communication and collaboration with families, involving them in decision-making processes and keeping them informed about their loved one's progress.

The extent to which people feel safe and protected from abuse and neglect.

Ensuring the safety and protection of our residents from abuse and neglect is of paramount importance. We have implemented robust measures to create a secure and nurturing environment.

Rigorous Staff Recruitment: We have a thorough staff recruitment process in place, including background checks, references, and comprehensive interviews. We only hire individuals with high standards of professionalism and integrity.

Staff Training and Education: Staff members receive training on safeguarding, recognizing signs of abuse, and appropriate reporting procedures. They are equipped with the knowledge and skills necessary to identify, prevent, and respond to any potential safeguarding instances. We encourage ongoing staff development. This ensures our team remains informed, competent, and proactive.

Comprehensive Policies and Procedures: We have policies and procedures in place that explicitly address safeguarding, abuse prevention, and reporting mechanisms. These guidelines are regularly reviewed and updated to align with the latest best practices and legal requirements.

Vigilant Supervision and Monitoring: We conduct regular observations, checks, and assessments to detect any signs of abuse or neglect promptly.

Open Communication Channels: We encourage open and transparent communication among residents, staff, and any other stakeholders. Residents are encouraged to voice any concerns, grievances, or suspicions without fear of retribution. Our staff members actively listen, address issues promptly, and take appropriate actions to ensure resident safety.

Collaborative Partnerships: We foster collaborative partnerships with relevant authorities, local safeguarding teams, and other relevant external agencies. This allows us to access additional resources, support, and expertise when needed.

Resident Advocacy: We empower residents to advocate for their rights and well-being. We promote an inclusive and supportive culture where residents feel comfortable expressing their needs, preferences, and concerns. We actively involve them in decision-making processes and respect their choices.

Robust Incident Reporting and Investigation: We have a clear incident reporting system in place to document and investigate any suspected abuse or neglect promptly. Our internal procedures ensure that appropriate actions are taken, including reporting incidents to the relevant authorities, supporting affected residents, and implementing preventive measures.

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

We provide accommodation that supports the well-being and personal outcomes of our residents. We strive to create an environment that promotes comfort, independence, and a sense of belonging.

Person-Centred Approach: We adopt a person-centred approach, recognizing the unique needs, preferences, and aspirations of each resident. As much as we are able to, accommodation is tailored to support their individual well-being and help them achieve their personal outcomes.

Comfortable Living Spaces: Our residents enjoy living areas that balance comfort and functionality. Residents can choose a private or shared room, choosing which suits their needs.

Safety and Accessibility: Our accommodation is designed with a focus on safety and accessibility. We ensure appropriate measures are in place to prevent accidents and support residents with mobility challenges. This includes features like handrails, slip-resistant flooring, and wheelchair accessibility.

Personalization and Privacy: We encourage residents to personalize their living spaces, making them feel more like home. We respect their privacy and provide ample opportunities for personalization while ensuring they have access to communal areas for social interaction and engagement.

Homely Atmosphere: We create a warm and inviting atmosphere, fostering a sense of community and belonging. Our care home is decorated and furnished to create a homely environment, promoting relaxation, socialization, and emotional well-being.

Supportive Facilities and Amenities: We offer a range of facilities and amenities within our care home that support the well-being and personal outcomes of our residents. This includes recreational areas, gardens, and inside and outside communal spaces for activities and socialization.

Engagement and Activities: We provide a diverse range of engaging activities and programs tailored to residents' interests and abilities. This ensures that their accommodation supports their overall well-being.

Regular Review and Adaptation: We review our accommodation offerings and seek feedback from residents to ensure that their needs and preferences are met. We are committed to continuously improving and adapting our facilities to support their well-being and personal achievements.

Collaboration with Residents and Families: We actively involve residents and their families in decisions regarding their accommodation. Their input and feedback are valued and considered when making changes or improvements.

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)	22
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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
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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
<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	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.	Level 5 in Leadership and Management
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	0
Deputy 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>	
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	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.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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?	No
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	15
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	5
Health & Safety	17
Equality, Diversity & Human Rights	12
Infection, prevention & control	17
Manual Handling	18
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	15
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)	7
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	2
<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.	0800-1400: 3 staff 1400-2000: 3 staff 2000-0800: 2 staff

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	7
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	1
No. of posts vacant	1
<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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
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)	1
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	3
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	3
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	1
<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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
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.	Maintenance Officer Manage maintenance of the building and grounds.
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	1
Safeguarding	1
Medicine management	0
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	0
No. of staff working toward required/recommended qualification	0