

# 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:	Union of the Sisters of Mercy	
The provider was registered on:	05/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St. Teresa's Rest Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/02/2019
	Responsible Individual(s)	Mary Philomena Lawlor
	Manager(s)	Bernadette Griffiths
	Maximum number of places	27
	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 majority of training is carried out using Social Care TV. Some face to face training has taken place for Manual Handling and First Aid. It is getting more difficult to access face to face training. All mandatory training is updated each year and any additional that we feel would be useful is added.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We've always had a very stable workforce but this year various members have asked to drop days and some have moved to other employment resulting in us having to advertise. We have successfully recruited staff through Indeed and recommendations and are now back to a stable workforce.

## Service Profile

### Service Details

Name of Service	St. Teresa's Rest Home
Telephone Number	01348873312
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	

## Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	712.11
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?	We use the responses to our Quality of care reviews. Speak to Residents and their families on a regular basis, the manager and Assistant Manager in particular, speak to them on a daily/weekly basis and we use visits from Trustees to gain any views from them also.

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
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	We have beautiful gardens which those who are able, can enjoy either on their own or with family and friends. There is a patio area where the residents sit out regularly in the summer months and have quizzes or just a cup of tea.
Provide details of any other facilities to which the residents have access	For those who cannot or don't wish to go out, we have an inside area where residents can sit and look out over the beach and harbor and watch the ferry coming in and out, or people walking along the marine walk.

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.

Throughout the year we speak to residents, their families/friends and the staff to see if there's anything we need to change to improve the lives of the residents. They are given the choice as to when they'd like their bath, have their hair done, where to eat, take part in activities and what alternative they'd like on the menu. From our most recent Quality of Care Review, the families are happy with how the care is carried out for their relative and have commented on the friendly banter that goes on between all the staff and residents, and indeed the family members themselves. When the Trustees visit, we speak to any family member visiting at the time and always have a chat with the residents to ensure they are happy with how they are being treated and looked after. If a resident raises any type of concern, it is discussed with the management initially and then with the staff, and the resident is then put at ease and the concern is dealt with appropriately. It could be something as small as having jam on their breakfast tray instead of marmalade, or it could be they are concerned about their continence. Their view is always taken into consideration and they are assured that their views are very important and are listened to. All residents who can voice their opinion, are happy that they are listened to and can give their opinions and not be worried.

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 have three handovers a day so that anything unusual such as the residents health or difference in behaviour is passed on and can be acted upon as soon as possible. The GPs or District Nurses are contacted when the need arises or if a resident or family member raise a concern that hasn't already been dealt with. The chiropodist visits every 6 to 8 weeks and we can call the community dentist if they're not registered with one. Daily reports are written at the end of each shift with the Lead carer then passing on in handover, anything that needs to be acted upon. We have in house activities throughout the week and the residents are given the choice as to whether they wish to take part or not. For those who are bedbound, the activities lady will visit them in their room to deliver one to one activities. Outside entertainment is slowly being re introduced for the residents so that they can have a variety of activities. We know they especially love music and children, and a local school will be invited to do their regular entertainment once a term.

We have various aids to enable residents to get in and out of bed/chair with the assistance of staff such as Sara Stedy, standing hoist, Arjo hoist or rise and recline chairs and we have a lift to all floors.

So that there is no cross contamination, we have separate care, laundry, domestic and kitchen staff.

Because of the increasing failing health of residents, we have 4 carers on the morning and afternoon shifts and 2 on at night, this ensures that residents are supported with their health and wellbeing.

We encourage visitors to come in at anytime, asking them to avoid lunchtime if possible, and to take their relative out should they wish to do so. Some quotes from families in our most recent quality of care review are 'Always spotless', 'Relative's dignity is always respected', 'Updated on any hospital or doctor's visits', 'Mum loves spending time in the chapel'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff receive safeguarding training on an annual basis but should any legislation change or we are aware of other relevant information, it will be acted upon immediately and our policies and procedures updated. When we have our three handovers in the day, any change in the residents is highlighted and passed over so that any action can be carried out as soon as possible. Should a resident start to get sore in any area, the District Nurses will be informed so that they can assess what treatment is needed whether by themselves or the carers. Body maps are put in place so that everyone is aware of where the problem is and what treatment is being carried out. We encourage fluid intake, even though some are reluctant. In some cases we will introduce fluid charts so that we can monitor what fluids are being taken and if we continue to be worried, we will contact the GP. Families are encouraged to speak to the Lead carer if they are worried about their family member and management are always available by telephone should they not be on site. The Manager and Assistant Manager are on call on alternate weekends and can be contacted at any time should there be a problem. Management also speak to the residents regularly and also any visiting families just for an update. A few quotes from the quality of care review are, 'totally assured that their relative is being protected', 'Have not had any cause for concern'. We also encourage staff to speak up if they feel there is anything untoward going on and will support and investigate any problems. When the Trustees visit we speak to residents and their families and are reassured that everyone is happy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Part of our building is quite old which makes it difficult to make changes that we might like to, however the upkeep and maintenance is a priority. We don't have any en-suite rooms but have two Parker baths which are suitable for anyone to get in and out of with assistance, enabling our residents to have a bath in safety. The corridors are wide enough for wheelchairs and steady's to be used for transferring our residents around the home which means they are not isolated. There are two lifts in the building and also a chair lift for ease of Residents getting around also. One of the things we pride ourselves on is the fact that there is no nasty odours when you come through the door and this is down to the fact that we employ separate cleaning, laundry, kitchen and caring staff. This enables each section to carry out their duties properly without overlapping. This also means that residents see a variety of people each day and they have a chat with them. Because we are a smaller home, all of the staff know the residents and vice versa which makes life better. We find that the two things that our residents really enjoy are music and children. We invite people in to sing and play for them and we have our local primary school who come in to entertain and then go around having a chat with them. Both the residents and the children really enjoy these sessions. The choices of the residents are respected so that if they don't wish to take part in any activities going on in the home, they don't have to. Our activities ladies will go and see them individually or in a group and the residents love to know what's going on each day. We welcome family and friends to visit whenever they want but ask them to respect lunchtime if at all possible and we encourage family and friends to take them out if they wish to. Sometimes our resident may just want to sit in their room and have peace and quiet, and again that's fine, it's their choice.</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>33</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.

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
	<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	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Challenging Behaviour, First Aid, Pressure care, Skin Care, Confidentiality, Pers on Centred Care DoLS, Stress Management, Supervision & Appraisal
	<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)	1	
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 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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety, First Aid, COSHH, Challenging Behaviour, Confidentiality, Person Centred care, DoLS, Stress management, Skin Care, Pressure care
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
<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)	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
Other supervisory 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	4
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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, First Aid, COSHH, Challenging Behaviour, Confidentiality, Person Centred Care, Skin Care, Pressure Care
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)	1
No. of part-time staff (17-34 hours per week)	3
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	4
No. of staff working towards the required/recommended qualification	0

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	19
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	4
Health & Safety	19
Equality, Diversity & Human Rights	0
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	0
Positive Behaviour Management	0
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety, COSHH, Challenging Behaviour, Confidentiality, Person Centred Care, Skin Care, Pressure Care
<p>Contractual Arrangements</p>	
No. of permanent staff	19
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)	9

No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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>Morning shift 7am to 2.30pm, 4 carers          Afternoon shift 2pm to 9pm, 4 carers          Night shift 8.45pm to 7.15am 2 carers</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	2
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	7
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
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)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	7
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	5
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety, COSHH
Contractual Arrangements	
No. of permanent staff	5
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)	5

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
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 man - deals with all maintenance of the Home, painting and decorating, fixing anything required of his ability, overseeing any outside contractors Gardener - deals with maintenance of the garden and flowers outside the home
Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety
Contractual Arrangements	
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
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)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0