

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	Elliots Hill Care Ltd	
The provider was registered on:	14/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Elliots Hill Care Ltd - DCA	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Sarah Lumsden
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Elliots Hill Care Ltd - Elliots Hill RCH	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Donna Beavis
	Maximum number of places	23
	Service Conditions	There are no conditions associated to this service
	Perrots Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/02/2019
	Responsible Individual(s)	Sally Clarke
	Manager(s)	Donna Beavis
	Maximum number of places	8
	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	EHC have 3 qualified trainers, who deliver a various amount of F2 F training, this includes First aid training, Moving and Handling training, Breakaway, Buccal/epilepsy, training and so on. This training falls under our Catalyst training - which is a company within the EH group. All training is quality checked by our Internal Quality Assurer. We have expanded our training to deliver in and external a cross Pembrokeshire. We complete weekly and monthly checks to ensure all employees are up to date.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Due to an expansion of HR, recruitment activity has increased. A campaign was launched including a door drop to 51,000 homes, radio/newspaper adverts, job fairs, recruitment events and working with the local college. Social media is used including sponsored adverts. The application form questions were reduced, capturing detailed information at a later stage. A system was launched to streamline pre-employment checks. We re-launched the Employee of the Month reward scheme, to recognise good work

Service Profile

Service Details

Name of Service	Elliot's Hill Care Ltd - DCA
Service Telephone Number	01437764720
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Sign Language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	86
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.41
The maximum hourly rate payable during the last financial year?	12.42
If you wish to add further detail or comment regarding the scale of charges please do so below	Sleepover pay rate £10.41 Waking night pay rate £12.20

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Customer forums Yammer Memos Emails Events - Parties / day trips Word and Mouth

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
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Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	lpad

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.

EHC has a person-centred approach to all the individuals we support. Keeping service users informed: We communicate any changes to the service directly to the individual and/or their representative. We have recently produced a new document for individuals summarising our Service User Guide and Statement of Purpose. Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales.

Our customer forums allow our individuals to discuss what is important to them and arrange events and days out. Individuals and their family's complete questionnaires to give feedback.

We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation

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 encourage all our individuals outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves.

All individuals have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each individual to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience.

Staff use the individuals 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the individuals happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.

The extent to which people feel safe and protected from abuse and neglect.	<p>All staff are trained in safeguarding, health and safety and environmental issues. Policies on whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety, equal opportunities, bullying and harassment are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone work. EHC works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management complete spot checks and quality audits to ensure no abuse or neglect is happening and all service users are safe.</p> <p>Individuals and their family's complete questionnaires to give feedback.</p>
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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)

14

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
	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
	Manual Handling	1

Safeguarding	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.	First aid, breakaway, epilepsy, sell2wales.
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
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	2
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	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	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.	Breakaway, first aid training, epilepsy
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 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	1
Other supervisory 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	14
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	3
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, breakaway, Team Leader management training
Contractual Arrangements	
No. of permanent staff	14

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)	13
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 to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
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
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	98
No. of posts vacant	8
<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	39
Health & Safety	98
Equality, Diversity & Human Rights	98
Manual Handling	98
Safeguarding	98
Dementia	98
Positive Behaviour Management	98
Food Hygiene	98

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - an Introduction eLearning Wound Care Management eLearning First aid
Contractual Arrangements		
No. of permanent staff	94	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	4	
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)	75	
No. of part-time staff (17-34 hours per week)	12	
No. of part-time staff (16 hours or under per week)	7	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	70	
No. of staff working towards the required/recommended qualification	28	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Elliot's Hill Care Ltd - Elliot's Hill RCH
Service Telephone Number	01437764720
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?	23
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Fees Charged

The minimum weekly fee payable during the last financial year?	879.14
The maximum weekly fee payable during the last financial year?	2267.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident meetings x 6 a year Yammer Customer forum Posters, notice board and verbal communication

Service Environment

How many bedrooms at the service are single rooms?	23
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?	8
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Garden, patio area, log cabin for activities
Provide details of any other facilities to which the residents have access	Vehicle to attend community based activities Sensory room

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Writting notes, ipads, gestures

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>EHC has a person-centred approach to all the individuals we support. Keeping service users informed: We communicate any changes to the service directly to the individual and/or their representative. We have recently produced a new document for individuals summarising our Service User Guide and Statement of Purpose. Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales.</p> <p>Our customer forums allow our individuals to discuss what is important to them and arrange events and days out. Individuals and their family's complete questionnaires to give feedback.</p> <p>We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation.</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>We encourage all our individuals outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves.</p> <p>All individuals have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each individual to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience.</p> <p>Staff use the individuals 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the individuals happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within the Residential Care Home there is 24/7 support to ensure the safety of all residents. All staff are trained in safeguarding, health and safety and environmental issues. Our policy for whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety and our equal opportunities, bullying and harassment policy are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone working. EHC works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management will be completing spot checks and quality audits to ensure all no abuse or neglect is happening and all service users are safe.</p> <p>Residents and their family's complete customer questionnaires to give feedback.</p>

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

All staff follow a person-centred approach for the resident. Each resident has a care plan tailored to them and they are fully engaged to ensure they are happy with the care and support provided within their accommodation. All residents are encouraged to give their view at home meetings, so that they continue to have choice and control over their accommodation, comfort, etc. These have been successfully maintained by our staffing team, the high standard of training that is delivered, our quality checks that are in place and following our core values happiness, caring, integrity, pride and learning.

We work closely with other professionals in our Residential setting or out in the Community, we ensure all residents attend any appointments for them and we always strive to protect their dignity, privacy and confidentiality.

We are solely electronic for the purpose of recording care data, so information is stored securely with added layers of protection for confidentiality.

We have a varied activity timetable each week, which includes both onsite and offsite offerings. Activities are tailored to people's interests, so naturally support the enhancement of a person's value and wellbeing. We have a large garden, where residents enjoy planting flowers, growing vegetables and enjoying the peace and quiet and sound of the wildlife. Residents quite often are putting out bird feeders and watching them. We host parties for special events like the Jubilee, Easter, Christmas and Summer BBQs.

We are responsive to the needs of a resident prior to admission with the pre-assessment. Following admission we will ensure that any other support is sought to complement their overall wellbeing. This may include referral to physio, dietetics, mental health, chiropody, etc.

We actively listen to all residents and will request reviews with the GP, with the aim to ensure continued comfort and wellbeing i.e., changes to pain medication, bowel management, etc. Support plan evaluation suggests that outcomes are met, examples of this, include increased mobility, weight gain, good skin integrity, fewer behavioural matters are to name but a few.

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)	3
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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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - an Introduction eLearning Wound Care Management eLearning First aid
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	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.	<p>Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - an Introduction eLearning Wound Care Management eLearning First aid</p>
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
Other supervisory 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	4
No. of posts vacant	3
<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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - an Introduction eLearning Wound Care Management eLearning First aid</p>

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)	4
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 social care worker	2
No. of staff working towards the required/recommended qualification	2
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

Service Details

Name of Service	Perrots Lodge
Service Telephone Number	01437 454242
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?	19
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Fees Charged

The minimum weekly fee payable during the last financial year?	1010.17
The maximum weekly fee payable during the last financial year?	6238.32
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly resident meeting, posters, weekly check ins. customer feedback forms, family feedback.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	12
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	2 Patio gardens with benches and seats. Flower beds / trees.
Provide details of any other facilities to which the residents have access	2 kitchens.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Writing notes, ipads, gestures.

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.

EHC has a person-centred approach to all the individuals we support. Keeping service users informed: We communicate any changes to the service directly to the individual and/or their representative. We have recently produced a new document for individuals summarising our Service User Guide and Statement of Purpose. Compliments and complaints processes: Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales.

Our customer forums allow our individuals to discuss what is important to them and arrange events and days out. Individuals and their family's complete questionnaires to give feedback.

We have a range of strategies in place to ensure that people feel their voices are heard and that they have choice about their care and support and the opportunities available to them. This helps to ensure that outcomes that individuals would like are achieved. We will continue to improve systems and procedures to ensure that individuals and staff are the key focus of our organisation.

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 encourage all our individuals outside into the community, depending on the level of support required, this could be with staff, family, friends or by themselves.

All individuals have a yearly health check, are supported by staff to attend any appointments with the GP or other professionals that are involved. Staff monitor each individual to ensure they have no health and wellbeing concerns or issues, if so, they are addressed at the earliest convenience.

Staff use the individuals 1-1 support to encourage and develop intellectual, social and behavioural development. All staff are trained in how to manage and support the individuals happiness, lifestyle and health. All staff are trained and supported in seeking advice and appointments when needed for the individuals. At EHC our core values are Caring, Happiness, Integrity, Pride and Learning. EHC is dedicated to ensuring we uphold these values day in and day out.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within the Residential Care Home there is 24 7 support to ensure the safety of all residents. All staff are trained in safeguarding, health and safety and environmental issues. Our policy for whistleblowing, safeguarding of vulnerable adults, code of conduct, performance and review, accidents and emergency reporting, anti-harassment and bullying policy, health and safety and our equal opportunities, bullying and harassment policy are easily assessable by the whole team and our reviewed yearly within the company. Safeguarding is an item discussed at each supervision session and team meeting for all staff and the weekly Ops management meeting.</p> <p>All staff must read and sign our EHC policy handbook before starting with the company and complete all their training before they lone working. EHC works closely with our local safeguarding team and management will complete MARFS if required.</p> <p>Management will be completing spot checks and quality audits to ensure all no abuse or neglect is happening and all service users are safe.</p> <p>Residents and their family's complete customer questionnaires to give feedback.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All staff follow a person-centred approach for the resident. Each resident has a care plan tailored to them and they are fully engaged to ensure they are happy with the care and support provided within their accommodation. All residents are encouraged to give their view at home meetings, so that they continue to have choice and control over their accommodation, comfort, etc. These have been successfully maintained by our staffing team, the high standard of training that is delivered, our quality checks that are in place and following our core values happiness, caring, integrity, pride and learning.</p> <p>We work closely with other professionals in our Residential setting or out in the Community, we ensure all residents attend any appointments for them and we always strive to protect their dignity, privacy and confidentiality.</p> <p>We are solely electronic for the purpose of recording care data, so information is stored securely with added layers of protection for confidentiality.</p> <p>We have a varied activity timetable each week, which includes both onsite and offsite offerings. Activities are tailored to people's interests, so naturally support the enhancement of a person's value and wellbeing. We have a large garden, where residents enjoy planting flowers, growing vegetables and enjoying the peace and quiet and sound of the wildlife. Residents quite often are putting out bird feeders and watching them. We host parties for special events like the Jubilee, Easter, Christmas and Summer BBQs.</p> <p>We are responsive to the needs of a resident prior to admission with the pre-assessment. Following admission we will ensure that any other support is sought to complement their overall wellbeing. This may include referral to physio, dietetics, mental health, chiropody, etc.</p> <p>We actively listen to all residents and will request reviews with the GP, with the aim to ensure continued comfort and wellbeing i.e., changes to pain medication, bowel management, etc. Support plan evaluation suggests that outcomes are met, examples of this, include increased mobility, weight gain, good skin integrity, fewer behavioural matters are to name but a few.</p>

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)	3
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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
	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	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.	First aid training
	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	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.	First aid and breakaway training
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
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	2
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	1
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.	<p>Team Leader / senior management training, Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - a n Introduction eLearning Wound Care Management eLearning First aid</p>
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 to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
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
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	12
No. of posts vacant	3
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	5
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	11
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Acquired Brain Injury eLearning Autism eLearning Bed Rails eLearning Cleaning eLearning Communication eLearning Conflict Management eLearning Duty of Candour eLearning Dysphagia and Texture Modification eLearning End of Life eLearning Epilepsy eLearning Falls Prevention eLearning Fluids & Nutrition eLearning Food Allergies eLearning Foot Care eLearning Learning Disabilities eLearning Lone Working eLearning MCA & DoLS eLearning Mental Health eLearning Moving & Handling People eLearning Oral Health eLearning Original Pack Dispensing eLearning Personality Disorder eLearning Pressure Ulcer Risk Assessment eLearning Professional Boundaries eLearning Record Keeping eLearning Residential Sepsis Awareness eLearning Sexuality & Relationships in LD eLearning Types and Causes of Urinary Incontinence eLearning Urinary Incontinence - an Introduction eLearning Wound Care Management eLearning First aid
Contractual Arrangements		
No. of permanent staff	10	
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	2	
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)	5	
No. of part-time staff (17-34 hours per week)	4	
No. of part-time staff (16 hours or under per week)	1	
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.	2200-0800 waking night or sleepover depending on respite 0800-1800 0800-2200 0800-2200 Some hours may vary depending on respite	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10	
No. of staff working towards the required/recommended qualification	2	
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	

