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:	Accurocare Zoar Care Home Limited
The provider was registered on:	24/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Zoar Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2018
Responsible Individual(s)	Matthew Nutt
Manager(s)	Karen Williams
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Our Group Learning & Development Manager continues to work with the service to ensure that mandatory training is been delivered to ensure staff maintain the skills required to perform their roles effectively. Through supervision we continue to identify additional areas for learning that enhances the skill and maintains safe and effective care so that personal objective plans are met. Local multi-professional relationships are engaging so that our team are trained to the required standards.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We continue to adopt robust recruitment and retention policies. Our Group HR manager supports the service to ensure that we continually meet the required standards. We have increased wages of non-care staff to a rate that is above the national minimum wage, and we have received support from the Local Authority (by way of fee enhancement) to pay care staff the Real Living Wage. This has assisted us to maintain a loyal and dedicated workforce.

Service Profile

Service Details

Name of Service	Zoar Care Home

Telephone Number	01443432262
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The home continues to actively encourage the Welsh offer.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	52

Fees Charged

The minimum weekly fee payable during the last financial year?	710
The maximum weekly fee payable during the last financial year?	764

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular communication through varying channels. This includes group meetings/discussion, newsletters, care plan reviews , general activity and social events.

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	29
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	All residents (who are assessed as able to access without assistance) have secured, free roaming access to the rear and side gardens. The gardens are landscaped to enhance the experience.
Provide details of any other facilities to which the residents have access	Residents who smoke may use the smoking facility provided in the garden area.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

| 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. | We believe that the voices of people using the service are heard and they are encouraged to give feedback on the care they receive. This is evidenced by the home meetings, communication strategies and talking with residents as part of the Responsible Individual's (RI) visits. Relatives and visiting professionals are also spoken to who confirm that these practices are adopted and used by the service. People have choices in how their care and support is delivered by the service and staff ensure that this care is followed, reviewed, and updated as change happens. The service now uses an electronic care planning/monitoring system which provides live data feeds. This enables the manager; deputy manager and RI can see remotely that the care that is required by our people is being safely and effectively delivered. People using the service are encouraged by the staff team to maximise the opportunities available to them - this is not restricted to health and welfare, but also social opportunities to ensure that they remain an active citizen/part of the community of which they reside.

Where people who use our service have difficulties in engaging in decisions about their care and consent, we have clear procedures for assessing their decision-making capacities and for making sure that any decisions taken on someone's behalf because of these difficulties are recorded as best interest decisions and are agreed as such by all concerned.

The service ensures that informed consent is given and where people are unable to do these authorised persons have consented on their behalf. The service continues to be flexible where people are encouraged to have choice over their daily lives, and with staff supporting them to choose and to carry out their decisions. This is observed in every aspect of daily living. |
| 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 believe that people using our service are happy and supported to maintain their ongoing health, development, and overall wellbeing. From the point of admission to the service, our team ensures that we have as much information as possible about them as an individual which includes their background, current lifestyle, likes and dislikes, nutritional need /preferences, cultural and religious needs, interests and who they would like involved in their care decisions. Communication between staff teams remains good and staff are briefed on peoples needs so that they have a basis for developing their understanding and relationship with that person and can positively engage in person-centred care. Continuity of care through effective rostering systems at the service is maintained and ensures that each person is given their assessed and required care in line with their needs and for staff to work at their pace. Routines are developed around people. When staff identify that a person's need has changed the care plan is reviewed, developed, and communicated with staff so that care continues to be effective, and the person remains supported. |

The extent to which people feel safe and protected from abuse and neglect.	From the point of induction to the service, we emphasise that staff should put the needs of our people at the centre of everything they do so that our core values and ethos is delivered. The staff team always understand and respect the importance of treating people with dignity and respect. We actively encourage and expect staff to be always communicating with the people they care for in meaningful ways when carrying assisting with all activities of daily living to avoid care being routine and task-centred/orientated. We hold regular discussions with people who use the service, their relatives (and representatives), and members of the multi-professional team to take in their views on the care that is received and to address any concerns that they might have. Through regular visits and feedback, it is evident that people who use the service (and the relatives) feel safe and protected from harm, abuse, or neglect. People who use the service are happy, engaging and enjoy life at the service. The staff team are engaging and the relationships they have with people are positive and it is evident form the way in which everyone engages that they fully understand the needs of the people they care for. We operate a robust clinical governance, quality, and risk strategy which has a large focus on service reporting through internal notifications. These notifications assist us to identify trends or patterns of the service which means that any negative impact that the service may have on people we care for is quickly identified so that practices can be changed, policies reviewed, or additional training needs addressed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home, it's facilities and equipment are subject to an ongoing programme of maintenance where documented evidence supports regular compliance checks, servicing, and repair. This ensures that risks to people living at the service are mitigated and everything remains in good working order and is safe to use. Re-decoration is ongoing so that the needs of people who live in the service are continually met. The layout of the home ensures that people's personal outcomes are achieved. Areas are safe, secure and provides a homely and comfortable feel. There are ample day space areas where people can enjoy being part of the community in which they live. Bedrooms are personalised and provide a comfortable environment for people.

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)	39

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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	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	1

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	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.	

> 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

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	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.	

> 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 social care worker	1
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?	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	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

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.	Early, Lates & Night 1 senior care worker on each shift.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

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	15
No. of posts vacant	1

> 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	3
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	12
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

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.	Early, Late & Night Numbers of staff on duty are determined by dependency

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0

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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	6
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)	4
No. of part-time staff (16 hours or under per week)	1

> 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

> 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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	6
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)	3
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	6
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.	Care Home Administrator Maintenance Operative Activity Co-ordinators (2)

Filled and vacant posts	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	3
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	4
No. of staff working toward required/recommended qualification	0