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:	Adriana Ltd
The provider was registered on:	28/06/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Priory Residential and Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	28/06/2018
	Responsible Individual(s)	Scott McHattie
	Manager(s)	Philip Riche, Scott McHattie
	Maximum number of places	57
	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	Staff training matrix and training officer to identify and meet needs .
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Favourable employment packages and support in an unfavourable climate.

Service Profile

Service Details

Name of Service	Priory Residential and Nursing Home

Telephone Number	01594530581
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?	48

Fees Charged

The minimum weekly fee payable during the last financial year?	804
The maximum weekly fee payable during the last financial year?	1213.56

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?	Open online platform for service users to submit feedback. Customer service feedback questionnaires. Consultation processes in place.

Service Environment

How many bedrooms at the service are single rooms?	52
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	32
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Three acres of open area. Wheelchair friendly.
Provide details of any other facilities to which the residents have access	Activities with dedicated staff. Laundry. Clothes labelling service. Toiletries provided by the service within the fee structure.

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.	Responsible individual and Home Manager are available within the service and contact details provided for the use of service users. Literature/information from Older People's Commissioner for Wales information on site in public domain. Care Homes.com platform accessible to service users. Scored 9.4/10. The platform is monitored by the office admin. and Registered Manager. We have undertaken a QA questionnaire for service users.
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.	A robust and monitored IT care planning system that identifies needs and development.
The extent to which people feel safe and protected from abuse and neglect.	It is a basic human right for a person to live in a safe environment away from harm, neglect or abuse and they should, in no circumstances, be exploited. Therefore, safeguarding procedures are a pivotal component to ensuring these individuals are protected. Safeguarding principles: Effective practice, in line with legislation and guidance, is most likely to take place if there is consistency between the principles underpinning legislation, guidance and those promoted in the procedures. Effective safeguarding requires: This organisation to play its part and contribute to safeguarding and promoting the well-being of the adult at risk; Information-sharing in accordance with sharing information to safeguard people; Intra and multi-disciplinary working in order to better understand the individual and their circumstances and their needs for care, support and safety; Co-productive working relationships with the adult at risk, their family and carers to establish what matters to them and to ensure they feel respected and informed. More specifically, every person in contact with or working with adults at risk of abuse and neglect, their carers, and their families; or with adults who may pose a safeguarding risk; or are responsible for arranging services for adults, should: Understand their role and responsibilities to safeguard and promote the welfare of adults at risk of abuse and neglect; Be familiar with and follow their organisation's procedures and protocols for safeguarding and know who to contact in their organisation to discuss concerns about an adult at risk of abuse and neglect and their duty to report; Be alert to indicators of abuse and neglect; Have access to and comply with the Wales Safeguarding Procedures; Understand the principles and practice contained in Vol. 6 Handling Individual Cases; Have received training to a level commensurate with their role and responsibilities; Know when and how to report any concerns about abuse and neglect to social services or the police; Know that an employee has a duty to report if an individual, family member of member of the public expresses concerns about an adult's safety to them.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Once developed the service users care plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned.
	Any plan that is developed includes the involvement of the service user.
	Person Centred Care planning ensures that we deliver our objects and take into consideration the needs and requirements of individuals.
	Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable and are invited to six-month formal reviews or as required. Service users and relatives are always welcome to talk with members of staff if they have any concerns.
	The purpose of an assessment for care and support is to work with an individual, and family, and other relevant individuals to understand their needs, capacity, resources and the outcomes they need to achieve, and then to identify how they can best be supported to achieve them. At the core of this is a conversation about promoting independence and development by maximising people's control over their day to day lives and helping address difficulties or problems which are stopping them achieving this. It is essential that people are enabled to identify their own personal outcomes, and how they can achieve those outcomes.
	Our model of assessment and care planning requires the assessment process to start with the person themselves and understand their strengths and capabilities and what matters to them, and how their family, friends and local community play a part in their life to help them reach their personal outcomes. It is consistent with the principles that underpin the Mental Capacity Act 2005. It is an approach to assessment and care planning that recognises that needs can be met not only through the provision of services but through active support and assistance to enable people to meet their own needs. For example, by assisting people to access local services themselves or supporting people to develop the skills and confidence they need.
	An individual must feel that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views, wishes and feelings.

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)	34

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
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 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?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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 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 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?	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	7
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	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training

> Contractual Arrangements

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)	7
No. of part-time staff (17-34 hours per week)	0
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.	Day shift = 2 x Qualified Nurse Night = 1 x Qualified Nurse 36 hours per week each and work alternate weekends

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training

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)	5
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.	Day shift per day - 2 x Seniors - 8 carers including the 2 x seniors, in the morning to 14.00 pm then 5 x carers in afternoon, this does not include the 2 x nurses or any other department Night Shift per day - 1 x Senior - 4 x carers including the 1 x senior and 1 x Nurse

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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	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	1
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire 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

> 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.	1 x Nurse Admin every day Mon to Fri

> 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

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	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	3
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x First Aid 4 x Fire Training

> Contractual Arrangements

No. of permanent staff	0
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	5

> Staff Qualifications

No. of staff who have the required qualification	2
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	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	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes HACCP First Aid

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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	1
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/ Gardiner Team x 3 Laundry Team x 3 Activities x 1

Filled and vacant posts

No. of staff in post	7
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	5
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 Training First Aid

Contractual Arrangements

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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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