

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Mental Health Care (Clwyd) Limited	
The provider was registered on:	18/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Holland House and Villas	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/04/2019
	Responsible Individual(s)	Gemma O'Malley
	Manager(s)	Crystal Pritchard
	Maximum number of places	11
	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	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have introduced new HR software during the year in relation to personnel records and recruitment/selection processes. Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making.

Service Profile

Service Details

Name of Service	Holland House and Villas
Telephone Number	01824814372
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	2240.62
The maximum weekly fee payable during the last financial year?	3486.93

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Personal Planning, Keyworker Meetings, Resident Surveys, Stakeholder Surveys, Resident Meetings, Activity Planning, Review Meetings, Responsible Individual Visits, Complaints, Compliments, Interview Processes, Daily Records, MHC Newsletter, Social Media, Environment Choices.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Main House; garden, plants, covered seating areas, shed Villas; covered seating area
Provide details of any other facilities to which the residents have access	Activity 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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Easy Read

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.

The service is designed to promote and encourage everyone to live a most meaningful life, a life that is most meaningful to themselves. We recognise each person has a different view on what meaningful is to them, and each person has different ambitions, personal goals, and aspirations in life. We aim to support the people using our service to fulfil their personal goals and ambitions by working together on their recovery and reablement, using a person-centred approach. Encouraging the individual to take lead in their own care and any decision-making processes, offering them advice, guidance, and encouragement throughout.

At Holland House, we believe everyone should have the opportunity to experience full and valued lives and integrate into the community and participate in all aspects of community presence and participation.

Each resident has an activity planner. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall well-being.

Holland House have annual feedback surveys for the residents, family members, stakeholders, staff, and other professionals provide their feedback about the service. We collate the answers and produce a report of our findings.

We look at what's working and what's not working and implement new procedures to improve our services. These surveys are important to ensure we are always seeking feedback from all stakeholders to keep improving the service in all aspects.

There are monthly resident meetings, for individuals to provide feedback about things they would like changing or sharing with the group. This also provide opportunities to share achievements amongst peers.

The level of participation in the support and planning for each individual can vary, depending on the person's choice. A few residents write out their support plan and risk assessments with staff support, some also complete their daily notes, whilst others prefer staff to do it after discussion with the resident about what's important to them.

People have access to support from an independent Advocacy organisation, 'North Wales Advice and Advocacy Association.

Each resident has a Keyworker who meets with them regularly to discuss new opportunities and skill development. Each person has outcomes they are working towards.

Residents access the community on a daily basis and regular visits to friends and family are supported.

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.

To help residents decide on what service they want to become registered with, they are given a copy of the resident's guide. This is given to them prior to their admission, so they can understand what our service is about, ask any questions in relation to what the guide tells them and to give them knowledge of what external services are available to them, should they choose to come and live here.

People are supported to maintain a healthy balanced diet. We don't offer menu choices at Holland House as each resident is encouraged to decide daily what they want to eat and are encouraged to make their own meals.

All residents are encouraged to self-medicate or to be as independent as they can be in relation to the administration of medication.

We use an Active Support approach which ensures people are engaged in meaningful activities and relationships thus maintaining their overall well-being.

Each resident who wishes to, has an activity planner. These plans are put together by staff with support from the resident themselves. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall well-being. On a monthly basis, residents discuss activities during their key worker meetings to help us identify any new activities people may wish to try.

Each person has a Health Action Plan in place to support the ongoing monitoring of physical health and wellbeing.

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

All residents when they move into Holland House are given their own key to the front door and keys to their bedroom. The staff office is always locked when not in use, to safeguard all sensitive information held within this room. Residents have lockable facilities for their cash and/or valuables. Inventories of personal belongings are also in place.

Policies are in place, and these are reviewed, updated, and reissued to staff to ensure they are aware of all updates regarding Health & Safety, Whistleblowing, Safeguarding, etc. All staff receive training in Safeguarding.

People living in the service have access to Advocacy Services and can call upon these services whenever they choose. Most recently they accessed them to discuss their benefits and if they were receiving everything they were entitled to, which was hugely beneficial to them.

Holland House have a Speak Up Guardian, and Responsible Individual whose contact details can be found on display in service for both residents and staff use.

MHC have a robust recruitment process that ensures all new employees are vetted appropriately prior to commencing employment with us. These background checks consist of two written employment references and an application is made to the Disclosing and Barring Service to ensure all employees are considered safe to work in the care sector.

All residents are familiar with the RI who visits the home on a regular basis and have the contact details of this person and know that she would be available to access at any time, should they require her support.

When mistakes are made, we record these on our internal reporting system. The system automatically alerts Senior Management and subsequent required actions can result. Root Cause Analysis is used to determine the cause of mistakes and subsequent actions are put in place to minimise the potential for it to happen again.

Monthly Data is collected to allow us to review key performance indicators (KPI), this then forms an improvement action plan which is shared with the RI. Furthermore, further quality audits create a culture where delivery of the highest quality of care and support is understood to be the responsibility of everyone working within the home.

Resident surveys, meetings and keyworker sessions regularly take place.

Staff are aware and encouraged to speak openly and honestly about any concerns they have. In addition, staff supervisions provide another more formal opportunity to discuss concerns.

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

Holland House is located within the town, providing access to local public transport, shops, banks, college, places of worship, local healthcare as well as other amenities. Residents access the community daily, either independently or with staff support.

There are plenty of areas within the home for the residents to have time to themselves and to talk to staff. This includes their bedrooms areas as well as numerous communal areas. We have an environmental plan in place to ensure the houses are fit for purpose. Any defects are identified and resolved.

Holland House and Villas is provided across two properties. Holland House is terraced and has two stairways leading to bedrooms. One part of the building is two storeys. There are three ensuite bedrooms with three shared bathrooms. There are also stairways within the dining area and to access the kitchen and garden. The homes provide adequate space to socialise amongst the individuals who live there, or take the opportunity to access a quieter area of the house. It's important that at the point of assessment, individual's mobility is considered as well as regular ongoing reviews.

Each individual has regular reviews with their social worker, which includes a review of the placement and it's suitability to meet the needs of the individual. This includes a review of the individual's outcomes, progress and new opportunities. This process also monitors individuals' skill development in-keeping with the type of service Holland House provides.

All individuals have a pre-admission assessment, reviewing their existing personal plans and identified needs. This ensures that Holland House can provide a placement in accordance with people's needs, wishes and in-keeping with their outcomes.

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)	28
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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

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	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.	

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
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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

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	0
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	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?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Early - 08:00 - 15:00 Late - 15:00 - 22:00
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	21
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	2
Health & Safety	16
Equality, Diversity & Human Rights	20
Infection, prevention & control	19
Manual Handling	20
Safeguarding	16
Medicine management	17
Dementia	0
Positive Behaviour Management	18
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>First Aid Fire Safety Mental Health Awareness Learning Disability Awareness Management of Actual or Potential Aggression / Foundations for Safer Care</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	21
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	4
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Early - 08:00 - 15:00 Late - 15:00 - 22:00 Nights - 22:00 - 08:00</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	9
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