

# 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:	St Chamond's	
The provider was registered on:	15/02/2019	
The following lists the provider conditions:	Marie Eva Mascarenhas is a partner Cineto Mascarenhas is a partner	
The regulated services delivered by this provider were:	St Chamond's	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/02/2019
	Responsible Individual(s)	Cineto Mascarenhas
	Manager(s)	Cineto Mascarenhas
	Maximum number of places	20
	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	Clear expectations set for staff during interviews & in the job description. Induction & mandatory training carried out from start of employment. Regularly updated training matrix in place to identify & monitor the mandatory & non-mandatory training needs. Observations & supervisions carried out to identify any additional training needs. Training sessions arranged internally, using external bodies & online training providers used.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Job vacancies advertised on various job search platforms. Sponsorship licence obtained to be able to recruit and retain both nursing and care staff. To retain staff offer competitive pay, carry out appraisals, promote & support staff well being, development & recognition. In addition aim to provide a positive work environment. Welcome feedback and suggestion from staff for any further improvements.

## Service Profile

### Service Details

Name of Service	St Chamond's
Telephone Number	01745854130
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic Welsh used, for example greetings and pleasantries.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	840
The maximum weekly fee payable during the last financial year?	1200

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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?	Regular reviews of care with residents and their families or next of kin. Regular group residents' meetings. Suggestions box One to one discussions

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	5
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	Large front facing/seaview patio. Decked areas Various private and more secluded seating areas within the grounds
Provide details of any other facilities to which the residents have access	Large conservatory with panoramic views Private visiting 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	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.

<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>Resident's are made aware of their rights to be involved in all aspects of the home, that either directly or indirectly affect their lives and to exercise their rights by choosing to consent to, or reject certain decisions.</p> <p>Detailed care plans in place which are regularly reviewed with the residents and families/NOK</p> <p>Encouraging residents to have access to the records of their own care.</p> <p>Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.</p> <p>To respond to the variety of service user needs and wishes, we will do the following.</p> <p>Aim to provide a lifestyle for the residents which satisfy their social, cultural, religious and recreational interests and needs.</p> <p>Facilitating and helping service users to maintain their choices and preferences of religion, language, and cultural beliefs and practices. Provide for religious needs, praying and singing religious songs together, arranging and welcoming visits from an individual's chosen clergy.</p> <p>Help residents to exercise choice and control over their lives.</p> <p>Provide a choice of meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.</p> <p>Provide entertainment for service users, including special occasions such as birthdays, anniversaries, festive occasions,</p> <p>Provide a range of leisure and recreational activities to suit the tastes and abilities of all residents and to stimulate participation.</p> <p>Organise in-house activities to include individual and group participation (as discussed/chosen by residents in meetings)</p> <p>Help with things that make life more interesting e.g. spending time with the service user, talking or just doing things like watching TV with them, supporting their interests by providing books or music.</p> <p>Regular reviews in-house involving services users, relatives, staff, visitors, and other interested persons, -satisfaction surveys and feedback completed. Information compiled from the collated information is then analysed in order to identify trends, highlight strengths &amp; weaknesses and to determine where improvements can be made</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>Feedback from MDT, relatives &amp; residents</p> <p>Patient surveys</p> <p>Routinely reviewing of comprehensive care plans and monitoring charts</p> <p>Daily monitoring, recording and documenting progressive healthcare needs</p> <p>Following from the above where necessary reviewing, amending and implementing changes where required</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As per statement of purpose and policies special due attention is always given to patient safety to include:</p> <p>Staff training &amp; awareness. This includes induction, training &amp; supervision.</p> <p>Specialised equipment risk assessed and utilised as required by individual health needs.</p> <p>To facilitate openness in dealing with individual patient concerns and complaints including recording, documenting and reporting to relevant agencies and follow up whilst maintaining confidentiality at all times.</p>

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

Community setting with others to maintain a degree of religious, cultural and social interactions. Based on initial admission information e.g. this is me.

Based on individual preferences residents are afforded the choice of how they wish to participate in individual or communal activities.

We aim for the home to be driven by the needs, abilities and aspirations of our residents, remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-related. This is done by providing care or treatment that is tailored to meet individual needs and preferences and informing ourselves as fully as possible of each resident's wishes about their individual histories and characteristics.

Provide emotional support and encouragement and a feeling that they are wanted and 'part of the family'.

Practical tasks helping service users to eat & drink, helping with bathing and personal care. Offering advice or arranging referrals to advocates or external agencies with regard to their care, finances, concerns or apprehensions. Arranging external meetings with services. Service users will be treated with dignity and respect at all times while receiving care and treatment. This includes making sure:

- they have privacy when they need and want it
- everybody is treated as equals
- Retaining maximum flexibility in the routines of the daily life of the home.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Guaranteeing residents' privacy when using the telephone, opening and reading the post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

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)	20
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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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various training completed during the year including Hand hygiene. Other mandatory training completed in previous financial year and not yet due.

#### 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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various training and supervision undertaken throughout the year including Pain management, Fire training, 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

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?	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	5
No. of posts vacant	2

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	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various training and supervision completed including fire training, first aid, oral health education, hand hygiene, dental champions, first aid, hand hygiene, Six steps, wound care, pain management, documentation, falls prevention. Other mandatory training completed in previous year and not yet due.

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	3

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

#### 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.	8am-8pm or 8pm-8am One nurse on duty 24 hours a day.
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	8
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	0
Infection, prevention & control	8
Manual Handling	4
Safeguarding	5
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various training and supervision completed including fire training, oral health education, dental champions, first aid, hand hygiene, communicating effectively, role of care worker, principles of care & confidentiality, documentation, falls prevention. Other mandatory training completed in previous years not yet due
<p>Contractual Arrangements</p>	
No. of permanent staff	8
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)	7
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.	Shift patterns are: 8am-2pm, 2pm-8pm, 8am-8pm, 8pm-8am Average staff working: 4 staff 8am-2pm 3 staff 2pm-8pm 1 staff 8pm-8am (With the nurse in charge)



<b>Staff Qualifications</b>	
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	5
<b>Domestic staff</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
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.	Various training and supervision completed including fire training, first aid, documentation, hand hygiene, Other mandatory training completed in previous years not yet due
<b>Contractual Arrangements</b>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	1
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
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.	Various training and supervision completed including fire training, hand hygiene, preparing level fluids & Food levels. Other mandatory training completed in previous year not yet due.
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)	1
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
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.	Administrator
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various training and supervision completed including fire training, oral health education, hand hygiene. Other mandatory training completed in previous year not yet due
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	1
No. of staff working toward required/recommended qualification	0

