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:	the old deanery ltd
The provider was registered on:	17/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**The Old Deanery**	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/08/2018
	Responsible Individual(s)	Barry Mahon
	Manager(s)	Jane Gittins
	Maximum number of places	23
	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	We hold monthly staff meetings, Staff supervisions six times a year and annual staff appraisals. we have on-line training which suits staffs life styles well, and we have a face-to-face trainer coming in for the hands on training. It is all kept updated on our training tracker.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have been advertising on job sites on the internet. After interview the successful candidate will provide us with proof of ID and two referees that we can contact. They will be set up with our on-line training to start with, once DBS is clear they will complete an induction and three shadow shifts. They are encouraged to speak to management if they have any concerns and we will conduct staff supervisions and meetings.

Service Profile

Service Details

Name of Service	The Old Deanery

Telephone Number	01745584109
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	19

Fees Charged

The minimum weekly fee payable during the last financial year?	700
The maximum weekly fee payable during the last financial year?	800

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?	Face to face, Letter, Email, Telephone, Facebook, Some people preferred " whats app"

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	11
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	We have half an acre of garden area, we also have a seating area in the front that the residents tend to enjoy.
Provide details of any other facilities to which the residents have access	We have two lounges, one upstairs and one down stairs. The upstairs one can be used for peace and quiet, games, craft, hair dressing, chiropody or arrangements can be made for family gatherings. For the more able clients they have access to the kitchen for a hot drink or light snack. Two main bathrooms with bath hoists for assistance. One main bathroom with no aids for the more able bodied. One seated shower 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)	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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	All service users have a "This is me in place" in place which gives the home insight into what matters most to them. There is a care plan in place for each individual, tailor made with input from themselves, family members and medical professionals. All care staff will adhere to each individual care plan so all needs are met to fulfilled. Every day each resident has a choice for their breakfast, lunch ,tea and supper. They will get asked daily if they feel well if they need anything in any way. Each individual has a call bell in place so they can ask for assistance at any time. The Old Deanery encourage service users to socialise with others but if they choose not to and want to remain in their own room, that is their choice. Service users are able to approach staff and management with any questions or concerns at any time.
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 have a good professional relationship with GP's, Community Nurses and Advance Nurse Practitioners for any concerns with any service user they are on hand to get seen.
The extent to which people feel safe and protected from abuse and neglect.	All residents have a call bell at hand to ring whenever needed. All staff when on duty do regular checks to make sure every one is safe. We have safe guarding policy in place. Staff complete training to gain knowledge to recognise signs of abuse and what to do, who to report it to. All staff are police checked before they start their employment in our home. There are numerous types of risk assessments in place to protect service users. We have thorough record keeping to monitor and report any changes or concerns, we also notify NOK of any concern or changes with service user.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All needs are met to the highest level of care for each individual to maintain their independence where possible and to encourage their strengths to grow.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	20

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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety coronavirus in care emergency 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	0
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety emergency 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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a 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	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety emergency first aid coronavirus awareness

> Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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 to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	No

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	1
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	0

> 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)	0
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	1
No. of staff working toward required/recommended qualification	0

Catering staff	

Does your service structure include roles of this type?	Yes

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	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diet and nutrition fire safety

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)	0
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	2
No. of staff working toward required/recommended qualification	2

Other types of staff

Does your service structure include any additional role types other than those already listed?	No