

# 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:	2SK Care Homes Ltd	
The provider was registered on:	12/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Church Manor Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	12/10/2018
	Responsible Individual(s)	Martin Wiles
	Manager(s)	Rachel Lewis
	Maximum number of places	31
	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	At interview candidates are asked about experience and training qualifications. Prior to starting employment staff complete training modules on our e-learning system with knowledge checks. Staff complete 3 shadow shifts and induction programme, probation supervisions completed 8 weekly identifying any training needs and after probation - 3 monthly supervisions and audits will identify individual or group training requirements. Training is delivered by senior staff or external providers.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adverts are placed on Indeed, our Facebook page and shared to local Facebook groups as well as word of mouth. We offer pay in excess of minimum wage, career development is encouraged and promotions are always offered internally where possible. We run a staff reward scheme with a monetary voucher given to an outstanding staff member each fortnight. We offer free lunches and a friendly happy environment. We share positive feedback from families, social workers, CIW etc and awards the home receives

## Service Profile

### Service Details

Name of Service	Church Manor Care Home
Telephone Number	01745338890
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

English is the main language used by residents and staff. Where a resident has a knowledge of a Welsh language we will communicate in Welsh even if it is just a few words. We post some Welsh language posts on our Facebook page and support Welsh events in the home with a Welsh themed corridor.

## Service Provision

### People Supported

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

47

### Fees Charged

The minimum weekly fee payable during the last financial year?

654

The maximum weekly fee payable during the last financial year?

850

### 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?

Our residents feed into the operation of the service informally and formally. Every interaction between a resident and a staff member either a care staff, caretaker, cook, cleaner, Manager or RI will lead to an indication of issues that need resolving, activities they wish to engage with, general view of how they are feeling and this is fed to the Assistant Care Manager and the Care Home Manager to be discussed in the management Team meeting. The RI conducts monthly 'visits' although is here several times every week and gathers feedback himself which is fed to the Care Home Manager. Lunchtime experience surveys are completed and issues - positive or otherwise are fed to the Head cook or caretaker and this may result in the menus being amended, dining room layout being changed or any other issue raised being resolved. Feedback from others such as District Nurses, GP's, family and friends is also useful feedback as the service user may comment to them directly.

## Service Environment

How many bedrooms at the service are single rooms?

27

How many bedrooms at the service are shared rooms?

2

How many of the bedrooms have en-suite facilities?

27

How many bathrooms have assisted bathing facilities?

4

How many communal lounges at the service?

1

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

Residents have access to a rear garden which is currently being landscaped with a new patio area, raised planting beds, pathways, interesting features and planting scheme designed by residents and to ensure year round colour and fragrance. The front courtyard and front garden are also used by residents who will sit out in the sun or go for a walk.

Provide details of any other facilities to which the residents have access

Residents have access to various quiet seating areas around the home if they do not wish to stay in their rooms or lounge and dining room. We also have a visiting pod which was built during the pandemic but may be removed shortly to increase the dining room areas.

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.

Since last year, with regards to the Responsible Individual (RI) role, a more formal record of monthly visit actions I undertake is documented. As RI I will always speak to staff, residents and next of kins. If staff wanted to come into to talk myself but weren't on shift, they were able to do this. This documentation now formalises the record of this and also includes the observations of the home as a whole, the laundry and kitchen areas. Findings are reported back to Management Team, if necessary and individually to staff if needed.

Feedback is also obtained from Carehome.co.uk which has resulted in a top 20 care home in Wales award for 4 of the last 5 years.

Our Facebook page also shows how many activities our residents get up to. The Business Manager posts photos on Facebook most days, so the families and friends can see what we get up to in the home.

The Business Manager has recently organised a few trips out for the residents, these include the butterfly café very local to Church Manor, which is walking distance from the home, we have visited the theatre in Rhyl a couple times, garden centre and Manorafon. One of our residents like to go to the shop most days, they have capacity and will do this on their own. We have also started doing more themed days, our more recent one being '70s disco' staff and residents dressed up in 70s outfits, and completed karaoke.

Church Manor is always open to feedback from every person or organisation it liaises with and that feedback from families, residents and professionals have been incredible so far. Our track record over the last 5 years shows the level of continuous improvement we have and continue to make. Other feedback from CIW previously identified some areas of improvement, these have been improved, actioned and sorted. Surveys serve a purpose of a snapshot but building a rapport is far more effective. We will continue to develop.

<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>Residents, staff, professionals and families all agree that the residents overall health and well being is well maintained.</p> <p>We take note of our reviews on carehome.co.uk and they are often written on there by families, all are positive. These reviews mean that we know that the residents are happy, if they weren't, the families are able to complain to management. We also have a Facebook page with over 565 followers, this has grown by 85 followers since the last report, 6 months ago, the residents/families consent to their photos being taken and posted in the contracts, if they do not want to be photographed, this is not a problem. We always have excellent comments on the page and families love to see their loved ones on there, especially if they live afar.</p> <p>We will conduct a residents, families and professionals survey within the next 6 months.</p> <p>Staff make sure that the wellbeing and health of the residents is maintained to a high level, for example during handovers the residents needs will be handed over at the beginning and end of every shift, the care home manager and at least one of the assistant care managers are more often than not involved in these handovers, the residents will be monitored if needs be and if necessary if the moods are low, or there is further mental health issues, then the mental health team can be contacted. Handover will also cover if they need GP appointments, DN's or anything else regarding their wellbeing. Staff are always documenting whether the residents skins are intact, or creams are applied.</p> <p>We have built up a good rapport with families and professionals via face to face, phone calls, emails etc. With news i.e. good or bad, we will always keep families in the loop with what is going on, the families appreciate this.</p> <p>We encourage our residents to socialise with one another, however this isn't essential and the residents do not have to do this if they would rather stay in their bedrooms, however a social isolation risk assessment will be in place in their care plans if so.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff complete in depth online training before employment starts at Church Manor. Examples of the training completed are: Safeguarding, whistleblowing, tissue viability, 15 standards of care, PPE importance. Recently the majority of staff have completed infection control, oral, dysphagia e-learning. Staff are asked on every supervision they have if they have any whistleblowing concerns, they shouldn't wait until their supervision, but by doing this – it is a prompt for them to come forwards with any issues or concerns they have. DOLs have been reviewed and they are monitored and reviewed by the care home manager, new DOLs have been put in place, renewed or applied for if necessary. The care home manager also completes different competencies with the staff members, alongside the three assistant care managers, to make sure she feels they are safe and well trained with the residents, the competencies include manual handling, infection control, donning and doffing, personal care, medication and others.</p> <p>We work closely with the Multi Disciplinary Team with all residents, our rapport has grown over the years with them.</p> <p>Care plans are updated on a monthly basis, this is completed by the care home manager and/or the assistant care managers, and determines whether any more/different health issues have occurred that will need to be sorted by an outside professional. For example, the care home manager has introduced a podiatrist for the residents who are specifically diabetic. There is a PEEPs review on all residents monthly, if needs have changed with the resident's mobility for example then the PEEPs needs to change as their needs to getting out of the building in the state of an emergency may well have changed too. A 'MUST' and water flow assessment have been completed on residents who have health concerns. The home has a good rapport with the DN's who are involved within the home. Follow ups regarding accidents and incidents are flagged to the care home manager. If necessary there will be risk assessments put in place.</p> <p>Diabetic care plans and audits in place to monitor concerns regarding skin, foot care, diet and fluids. We also have a good rapport with the Gwrych Medical Centre, the Dr from the surgery comes around regularly to check our residents.</p> <p>The residents bedrooms have window restrictors on, this enables them to still have fresh air, as well as them not cause any danger to themselves. Some residents have sensor mats in their rooms if required.</p>

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

Care plans are reviewed monthly for every resident, this also includes their risk assessments too. Within their person centred care plans this also includes their likes and dislikes for food choices, this is also then reported back to the cooks to make them aware preferences of the residents and if the menu needs to be changed accordingly. The menu has been changed and updated, but is always being reviewed to suit the needs of our current residents. When we speak to residents about their food choices, we also ask where they would prefer to have their meals, some prefer in the dining room and others prefer it on their own in their rooms, this is completely their choice. The residents are always offered choices of meals, home cooked meals are provided. If there is issues as far as their eating and safety regarding this, then the SALT team are involved generally. Weights are monitored monthly for all residents, if there is a significant drop or gain in their weights they are referred to the dietician, or doctor. Staff are advised how to use the thickener and to take advice from the professionals with regards to which level that particular resident should be on.

Staff are trained on dignity and respect, this is one of the questions they are asked in their interview (how would you promote dignity and respect), they have training on this before they even start employment and they are talked about it within their induction.

Church Manor have an activities rota that includes activities in the morning, afternoon and evening. They include different activities to suit all residents that we currently have.

The residents environment is very important to us and them. They have had the choice of their door colour, they have been able to choose their theme in their corridor. Within their bedrooms they are also able to have photos from their homes or anything that they would like in their room. Last year we had a resident that brought her own sofas in aswell as her own bed, this made her bedroom more like what she was used to at home. The whole of the vicarage has been newly furnished and has new flooring. The new flooring is also now going into the existing care home, so eventually laminate will run all the way through. The garden is also having a full dementia friendly revamp. Monthly, the caretaker will complete a monthly maintenance audit, the care home manager also completes an environment audit.

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)	24.10
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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	0
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	1
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.	The post holder is required to complete a level 4 Leadership and Management and level 5 NVQ as well as any person specific training needed to fill gaps in knowledge.
<p>Contractual Arrangements</p>	
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	0
<p>Staff Qualifications</p>	
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	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
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	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)	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 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
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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
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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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
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)	0
No. of part-time staff (16 hours or under per week)	0
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>	<p>After the expansion of Church Manor Care home to 31 residents in January 2023 we have steadily increased resident numbers when we have increased staff number to the relevant levels, we continue to review these arrangements based on needs of the residents. At present we have a shift pattern of:</p> <p>Care:  8am - 4pm (4 staff including 1 Assistant Care Manager),  8am - 2pm (1 staff) ,  4pm - 8pm (4 staff including 1 Assistant Care Manager) and  8pm - 8am (3 staff)</p> <p>Head Cook - 8am - 6:30pm 4 days a week  Cook - 8am - 6:30pm 4 days a week</p> <p>Cleaners - 8am - 2:30pm 7 days a week  Cleaner - 10am - 2pm - 4 days a week</p> <p>Caretaker works 4 days a week</p> <p>Business Manager works Tue - Thur  Care Home Manager usually works Mon-Fri  Responsible Individual - 2/3 days a week</p>
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<b>Staff Qualifications</b>
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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	0

Other social care workers providing direct care
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Does your service structure include roles of this type?	Yes
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<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>
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Filled and vacant posts
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No. of staff in post	18
No. of posts vacant	3

<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>
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Induction	12
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	14
Dementia	26
Positive Behaviour Management	26
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Any person specific training identified during probation and supervision meetings. This may be delivered by one to one coaching/training, elearning courses or when possible by Conwy Council run courses eg Safeguarding.
<b>Contractual Arrangements</b>	
No. of permanent staff	21
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	6
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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>After the expansion of Church Manor Care home to 31 residents in January 2023 we have steadily increased resident numbers when we have increased staff number to the relevant levels, we continue to review these arrangements based on needs of the residents. At present we have a shift pattern of:</p> <p>Care:  8am - 4pm (4 staff including 1 Assistant Care Manager),  8am - 2pm (1 staff) ,  4pm - 8pm (4 staff including 1 Assistant Care Manager) and  8pm - 8am (3 staff)</p> <p>Head Cook - 8am - 6:30pm 4 days a week  Cook - 8am - 6:30pm 4 days a week</p> <p>Cleaners - 8am - 2:30pm 7 days a week  Cleaner - 10am - 2pm - 4 days a week</p> <p>Caretaker works 4 days a week</p> <p>Business Manager works Tue - Thur  Care Home Manager usually works Mon-Fri  Responsible Individual - 2/3 days a week</p>
<b>Staff Qualifications</b>	
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	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2

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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	3
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)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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	1
No. of staff working toward required/recommended qualification	1

#### 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.	Caretaker - all maintenance tasks, decorating and refurbishment including inside and outside.

#### 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	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PAT testing training Legionella safety 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)	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