

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:	ALASTAIR HOUSE LIMITED	
The provider was registered on:	23/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Alastair House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	23/05/2018
	Responsible Individual(s)	Lakhansi Keshwalla
	Manager(s)	Amanda Whittey
	Maximum number of places	15
	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	The manager allocates all required training to the staff according to current needs and monitors monthly. A training matrix document is completed for each staff and dated, this is updated and reviewed annually. Staff are required to complete the mandatory training during their induction of their employment, any gaps in knowledge is identified and the staff is delivered the appropriate training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment of staff occurs through Indeed, local recruitment agencies and through the job centres. Staff retention is managed through allowing flexibility in shift hours as well as providing support through regular supervision and appraisals.

Service Profile

Service Details

Name of Service	Alastair House
Telephone Number	01745334560
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	The service provides Welsh as an alternative for service-users if required through Welsh speaking bilingual staff.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
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Fees Charged

The minimum weekly fee payable during the last financial year?	714
The maximum weekly fee payable during the last financial year?	758

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?	The service uses facebook to promote and engage the service for families and service users, pictures and videos with consent from the users and families are uploaded on social media. Events and parties are held in the home during public holidays and celebration of birthdays.

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
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	The residents have access to the outside patio/garden area.
Provide details of any other facilities to which the residents have access	The residents have access to activity area.

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 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>Alastair house are committed to ensuring that voices of service users are heard and that service users have choices about their care and support. This is done through a pre-assessment of needs and a care-planning approach to help identify what support is required. The care plans of each service user include a risk assessment and details of the healthcare needs, details of social interests and any religious requirements and specialist arrangement. This plan allows staff to accommodate each service user and use a personalised approach to reflect the service user's wishes and enables them to make choices for their own care. Staff within Alastair house, work in a person-centred way, and this has been reflected by the positive testimonials received by service users' family and friends.</p> <p>Alastair house regular reviews feedback from service-users' friends and family to consider the needs of service users. Alastair house would like to further improve the opportunities available to service user through further training for staff around the importance of person-centred led support which will be reviewed by the responsible individual and liaison with the manager of the home.</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>Service users within Alastair house receive high levels of support to maintain their happiness, health and wellbeing. Alastair house encourage service users to maintain links with their family and friends in order to promote their wellbeing. The service-user's care is fully optimised with the support from their detailed personal plans which include any health information, additional support needs and general details about that individual. These personal plans ensure that the care that service users receive are personalised and person-centred which will enable choice and maximise their overall wellbeing.</p> <p>Unfortunately, due to the pandemic, it has been difficult for Alastair house to arrange various social events and outings which often took place prior to COVID-19. Service-users themselves were particularly vulnerable in terms of their health needs and therefore Alastair house prioritised their health through following government guidelines and minimising the risk of infection. This has meant that for the past 2 years, service-users have had limited face-to-face contact with family and friends due to social distancing measures, as well as having to reduce the amount of time in social settings. Alastair house recognises that the pandemic has had a lasting impact on the overall health and wellbeing of the service users and will be reintroducing more social events and exploring different ways to help restore the emotional/physical wellbeing of the service-users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Alastair house protect service users from abuse and neglect and strongly adhere to the safeguarding procedures underpinned by the Social Services and Wellbeing Act (2014). Staff are required to undertake mandatory training on safeguarding procedures and are aware to spot signs of abuse. Staff are aware to report to the line manager if any safeguarding concerns are raised, and the local safeguarding board is immediately notified. Alastair house would like to increase staff confidence in identifying a case of vulnerable adults which will be discussed with the manager to arrange further training. Improvements will be reviewed over a 6-month period by the responsible individual.</p>

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

Alastair house is an accommodation-based facility with a capacity of 15 residents and 6-day care respite. Alastair house is committed to ensuring the home best supports service users' wellbeing and achievement of their personal goals through the living and communal areas of the home. Alastair house aims to create a warm and friendly environment to promote the wellbeing of users and aims to give service-users choice on their own environment. Alastair house identify themselves as a 'home' rather than a facility, meaning that they strive for service users to identify the place as one of their own. Service-users' needs are prioritised, and the house has made many adaptations to help support their wellbeing. However, due to COVID-19 and the effects of the pandemic, it has been difficult to personalise the service-users' rooms due to adhering to health and safety guidelines to minimise risk of infection.

As restrictions have eased, Alastair house will aim to give service-users more of a choice in how they would like their rooms to look like and will attempt to make these arrangements to satisfy the wellbeing of the users. In addition, it has been noted that there is a need to hire a new handyman in order to assist with the general maintenance of the home to ensure it remains safe and hospitable.

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) 16

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	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.	Care Planning - 1 Challenging behaviour- 1 Confidentiality- 1 COSHH- 1 DOLS- 1 Diabetes- 1 Fire training- 1 First aid- 1 Mental Capacity- 1 Nutrition and diet- 1 Person centred care- 1 Pressure care- 1 Safeguarding- 1 Skin care- 1 Boots foundation- 1 Boots advanced- 1 Continence- 1
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
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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning - 1 Challenging behaviour- 1 Confidentiality- 1 COSHH- 1 DOLS- 1 Diabetes- 1 Fire training- 1 First aid- 1 Mental Capacity- 1 Nutrition and diet- 1 Person centred care- 1 Pressure care- 1 Safeguarding- 1 Skin care- 1 Boots foundation- 1 Boots advanced- 1 Continenace- 1

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
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?	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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning - 2 Challenging behaviour- 1 Confidentiality- 2 COSHH- 2 DOLS- 3 Diabetes- 2 Fire training- 3 First aid- 4 Mental Capacity- 4 Nutrition and diet- 3 Person centred care- 2 Pressure care- 2 Safeguarding- 4 Skin care- 2 Boots foundation- 3 Boots advanced- 3 Continence- 2
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	1
No. of part-time staff (16 hours or under per week)	1
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.	Senior staff work 8am-8pm shifts on a rolling 2 week rota. (working every other weekend). Each day shift has at least 1 Senior and 2 Care staff. Each night shift has 1 senior and 1 Care assistant.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning - 4 Challenging behaviour- 4 Confidentiality- 7 COSHH- 6 DOLS- 6 Diabetes- 4 Fire training- 6 First aid- 8 Mental Capacity- 5 Nutrition and diet- 6 Person centred care- 5 Pressure care- 2 Safeguarding- 3 Skin care- 4 Contenance- 5
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	9
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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.	Care staff work on a 2 week rolling rota. Shifts are either 8am-8pm, 8-2pm or 2pm-8pm. 2-3 Care assistants in the day and 1 Care assistant at night.
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	1
<div style="background-color: #e0e0e0; padding: 2px;">Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	1
<div style="border: 1px solid green; padding: 2px;"> <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> </div>	

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2

Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality - 2 COSHH - 2
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	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No