

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:	Chestnut House Nursing Home Limited	
The provider was registered on:	13/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Chestnut House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	13/02/2019
	Responsible Individual(s)	
	Manager(s)	Rachel Owen
	Maximum number of places	41
	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	All staff recruited receive an induction and face to face practical training, which is supplied by QTA. Staff also complete a suite of on-line training by Atlas Citation. Staff receive an annual appraisal from which a training plan is developed and implemented via the above training methods and through supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Gaps in the rota are identified and vacant posts are advertised on Indeed. Applications are shortlisted and invitations are made for interviews. Successful applicants are required to provide the details for two referees and an application is made to DBS. Posts are only confirmed when clearances deemed suitable by the organisation are received.

Service Profile

Service Details

Name of Service	Chestnut House Care Home
Telephone Number	01978760752
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	German

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	66
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Fees Charged

The minimum weekly fee payable during the last financial year?	675.17
The maximum weekly fee payable during the last financial year?	981.66

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?	Resident and relative meetings. Questionnaire sent out annually. Carehome.co.uk feedback.

Service Environment

How many bedrooms at the service are single rooms?	41
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	41
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a large enclosed garden space at the rear of the home.
Provide details of any other facilities to which the residents have access	There is a small conservatory at the side of the home.

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.

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.

Situated on the periphery of Hope in Wrexham, Chestnut House is a large detached Victorian house that was previously the Vic arage. Chestnut House has enclosed gardens to the rear of the property and is close to the public house and local supermarket . The gardens have a patio and seating area. There are a number of planters and raised beds for those who wish to partake in gardening and the outside is wheelchair friendly.

The home has a small conservatory; which residents can use to either meet with their visitors or to relax. There are two dining areas and two sitting rooms. The smaller of the two sitting rooms is also the music room. The larger sitting room is the most social area of the home and residents frequently meet in there to watch television, participate in activities and enjoy the entertainment that is brought into the home. The home employs a leisure, occupation and recreation co-ordinator who ensures that the pastimes arranged to meet all hobbies and interests.

Chestnut House Healthcare has commissioned an external trainer to ensure that staff have the required level of training and development to ensure that team members can safely care for residents. The trainer provides a 4-day training course for all new employees and staff who require refreshers. This covers all mandatory training requirements and those specifically related to the service. The home also facilitates an in-house induction that orientates staff to the layout of the home, the administrative systems within the home and the specific needs of residents. There are also a number of on-line courses which staff can access. Further, the home participates in training courses arranged by the Local Authority and also arranges for specialist trainers to visit the home.

Regular supervision and appraisals take place and staff meetings are held to ensure that staff feel listened to and valued.

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.

All people who choose to live at Chestnut House have their needs assessed prior to moving in. This is so that we can assess whether we are able to support their needs and also to ensure that we have the equipment required to ensure that they remain safe when care is being provided. The pre admission assessment also supports the development of a comprehensive care plan, which is written in partnership with the resident and their families, representatives, and outside professionals. When recruiting staff and developing rotas, the home's management team considers gender, culture and skills mix. Chestnut House employs both male and female team members the Resident's individual preferences are documented when planning care. We continuously monitor and improve our service via the Home's comprehensive Quality Assurance Programme. Residents and their relatives are consulted on their opinion of the service and the outcomes acted upon and published. The home has its own newsletter which is made available to residents and relatives.

COMMUNITY PRESENCE

Many of the residents living at Chestnut House previously lived within a short distance of Hope. Where possible, residents retain their own GP's. Residents frequently join in with the activities that take place in the community centre, which is situated adjacent to Chestnut House. Hope is a community friendly village and Chestnut House is seen as a key part of the community. There are two schools in Hope, both are within walking distance of the home and partnerships between all three establishments is being built.

DIGNITY & RESPECT

Each person is central to their own care planning and delivery process via the Person-Centred Approach to Care. Advocacy will be encouraged.

COMPETENCIES

In many circumstances some of our Residents will have lost skills due to dementia, trauma, or illness. Services at Chestnut House are designed to ensure that further skill loss, because of intervention, is reduced and that retained skills are enhanced.

RELATIONSHIPS/PARTNERSHIPS

It is important to recognise that a person needs to maintain relationships despite changes to physical or intellectual abilities, emotional responses or because of old age. Services will be sensitive to the person's existing and developing relationships. Visits from relatives are actively encouraged. Where relatives are unable to visit the home, telephone calls, zoom calls and letter writing is encouraged, as appropriate.

CONTINUITY

Using the Person-Cent

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

In partnership with the resident, their relative or representative and healthcare professionals, a comprehensive care plan will be developed for each resident, taking into account their needs, wishes and preferences. Where possible, residents are encouraged to write their own care plans however, without exception, each care plan is developed using the principles of person centredness as a guideline. Care plans are updated as and when needs change and reviewed once per month.

Chestnut House undertakes a suite of audits on an appropriate periodic basis (monthly, quarterly and six monthly) and uses the outcomes to improve the services we endeavour to provide to the people who live there. As part of the home's quality assurance, we convene staff meetings, facilitate supervisions and strive to improve our performance in line with outcomes.

As resident needs evolve, so do care plans which are subject to monthly reviews and updates by the home's team members, care plan audits and regular reviews by healthcare professionals.

We employ an activities coordinator who promotes leisure, occupation and recreation in the home. We have adopted a holistic approach to the provision of social needs and residents frequently attend activities within Hope, enjoy entertainment, hobbies, interests and pastimes in the home. Cultural needs are respected. Relatives are also encouraged to participate in the events of the home.

Chestnut House has access to a mini bus and the maintenance person is qualified to drive it. The mini bus is used to drive residents to personal and health appointments as well as to participate in trips out.

A hairdresser and nail technician visit the home regularly.

Staff have undertaken the Six Steps End of Life Pathway Training. We follow the end-of-life care pathway and the qualitative privacy, dignity and wishes of the resident and families are respected.

All staff within the home follow the Policies and Procedures and a training programme is in place.

No residents who live at Chestnut House currently smoke however, admission into the home is not limited to non-smokers. There is a covered smoking area at the rear of the home.

Individualised activities depending on resident interests and capabilities are on offer each afternoon.

Chestnut House has a good range of activity equipment and craft items.

National holidays are observed. We aim to celebrate seasonal and religious events such as Easter, Christmas, Hallowe'en. We also have events such as CI

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

Each bedroom has a lock to ensure privacy.
 Chestnut has a central heating system and windows for ventilation.
 Emergency lighting is in place alongside a comprehensive fire and call bell alarm system. All staff are trained in relation to Fire Awareness and there are regular fire alarms and drills to ensure safe practices.
 Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis.
 A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs, and a comprehensive nurse call alarm system.
 The downstairs area is secure with digital locks placed on the entrance (front).
 Visitors to the home are required to use the signing-in system and are advised that they should not feel offended if asked for their identity.
 Regular reviews are held with the funding authorities, and outside professionals when required.
 Residents and staff are encouraged to develop close and caring relationships and individual likes and dislikes are catered for and considered.
 Preferences with regard to personal care are documented on care plans and implemented.
 The complaints procedure and who to contact if you are not satisfied with the service are included in the resident user guide.
 All complaints are taken seriously and are thoroughly investigated. Complainants can expect to receive a response within twenty days.
 We also maintain a complaints procedure and are included on carehome.co.uk
 A programme of activities is in place. This is advertised for resident's attention.
 Close links are developed with the resident, relatives, and friends to ensure that their needs and wishes are catered for.
 Advocacy services are sought if the resident has requested one.
 We continually monitor and assess Chestnut House via our comprehensive Quality Assurance Programme and develop care plans as a result as a guide to measure progress in relation to service improvement.
 Complaints are dealt with in a sympathetic and correct manner, following the complaints procedure as laid down by Chestnut Healthcare.
 Incident/Accident/Near Miss forms are completed and monitored daily. Further notifications i.e., Regulation 60, safeguarding referrals are made as required.
 Incidents/Accidents/Near misses are audited monthly, and any themes, occurrences, or patterns looked for. Further measures are then put in place and actioned accordingly.
 The home works closely with Flintshire Safeguarding

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)	30
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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
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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
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
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.	First aid, COSHH,, Diet & Nutrition, End of Life and Fire Safety.
<p>Contractual Arrangements</p>	
No. of permanent staff	29
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)	29
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	29
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

Other supervisory staff	
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
<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.	Palliative care.
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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

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>	
Filled and vacant posts	
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	5
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	5
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, GDPR, Dysphagia, Fire and Safety, First Aid and Oral Care.
Contractual Arrangements	
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
<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)	5
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.	8 - 8 hours a day 1 per shift

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
<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>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	5
<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	10
Health & Safety	5
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	10
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COVID - 19, COSHH, Oral care, RIDDOR, Dysphagia, First Aid, GDPR, Fire Safety, End of Life, Gwen Y byth - Lasting Smile.
Contractual Arrangements	
No. of permanent staff	10
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)	10
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.	8 - 8 hours 5 Staff pre day shift 2 Staff per night shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0
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	5
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	5
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Safety, COSHH.
Contractual Arrangements	
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)	5
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	0
No. of staff working toward required/recommended qualification	0
Catering staff	
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>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, RIDDOR, COSHH, Fire Safety, Oral care, End of Life, GDPR.4
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
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	2

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.	Admin, Maintenance and Activities.
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	3
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	3
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Safety, DOLs, RIDDOR, COSHH.
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
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0