

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:	Fairpark Care Limited	
The provider was registered on:	17/01/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hullah Farm	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/01/2023
	Responsible Individual(s)	Ryan Sandick
	Manager(s)	Afsaneh Alizadeh-Alamdari
	Maximum number of places	8
	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	Hullah Farm is a new service that opened in January 2023. A care fully designed induction programme was developed to equip the staff at Hullah Farm with all of the necessary skills required to carry out the role of a support worker at a residential care home for adults with learning disabilities and autism. It covers all mandatory requirements and reflects Social Care Wales standards. We also provide a wide range of specialist training including Autism, PBS, Active Support, Epilepsy, PCP.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The team is growing month on month until we achieve a full staff complement. We are an organisation with a strong values base and this is reflected in our recruitment process and also our terms and conditions and training. We strive to remain an above living wage employer offering good training and career prospects. This approach has allowed us to successfully recruit in the local area. Hopefully the level of training, support and development also play a key role in staff retention as well.

Service Profile

Service Details

Name of Service	Hullah Farm
Telephone Number	03309121680
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	5600
The maximum weekly fee payable during the last financial year?	10007

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?	All three individuals who moved into Hullah Farm from the end of January to the end of March were all still in a three month window of transition and settling in to the home, with all three residents at different stages pending the date they moved in. We have responded to feedback from transition visits and stakeholder involvement to make the transition to Hullah Farm as smooth as possible. The transitions went well for all three individuals. We reviewed the 7 day care plans and risk assessments with the individuals and their supporting staff and then have reviewed care plans weekly since to ensure Hullah Farm meets every individual's needs. We have used various stakeholders who know the individuals better than the team at Hullah Farm to assist in this process. We used tools such as talking mats, Interest checklists and questionnaires to try to obtain further feedback from the residents as well as 1:1 discussions regarding their care and support.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	8
How many dining rooms at the service?	8
Provide details of any outside space to which the residents have access	<p>There is a private garden area allocated to the Farm House where three individuals can reside. There is also an enclosed courtyard that leads to an activity room on site.</p> <p>Then there are 5 terrace cottages that all have their own front garden which is personal to the individual.</p> <p>There is also a large lawn area to the back of the property that provides shared space, which still remains private to the residents who reside at Hullah Farm.</p> <p>There is a separate car park which is to the side of the property which does not obstruct views from any of the cottages or Farm House.</p>

Provide details of any other facilities to which the residents have access	<p>Each resident has access to their own bedroom and ensuite.</p> <p>In the Farm House there are three bedrooms with ensuites, Two lounges, dining room, kitchen and office area.</p> <p>In the cottages there is a bedroom, bathroom, spare room, Kitchen, Lounge / dining room.</p> <p>There is a separate activity room for all to access, there is also an admin block and staff room to reduce the impact of paperwork and admin processes within an individuals living space.</p>
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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)	Yes
Makaton	Yes
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.	<p>As a new service we are striving to achieve excellence, and having the individuals who reside, and their well-being at the centre of everything we do is essential. Supported by a skilled team and wider support mechanisms I feel we are developing something that provides good opportunities for people to lead a happy and healthy lifestyle.</p> <p>Reviewing all feedback available to us, whether this be verbal, non-verbal or written we are learning every day how to improve the service for the people who live at Hullah Farm.</p> <p>Families and community teams have been heavily involved in supporting the transitions for the three individuals who have moved to Hullah Farm to date and this input has been critical to ensure all the knowledge exchange to the staff team takes place.</p> <p>The care and support at Hullah Farm is highly structured and predictable to try ease any autistic driven anxieties an individual may be face at any given time. Staff are trained to observe and learn from changes in response or presentation to help inform changes needed to the care plans. These processes are still developing but have been successful to date.</p> <p>We use a range of tools to obtain feedback from the residents about the service and staff are supported and trained how to use the tools by an on site Speech & Language Therapist. We are currently reviewing the benefit of talking mats to get more feedback on how the homes operate.</p> <p>We also have quickly developed relationships with families and stakeholders in an individuals care to give us honest appraisal of what is working and more importantly what is not working. Every 6 months we will be issuing more formal tools to obtain feedback in the form of questionnaire and feedback forms but to date we are pleased however recognising it is very early days for Hullah Farm.</p>
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<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>We have supported all three individuals who have moved into Hullah Farm to register with a local G.P and have also registered with a local pharmacy service to ensure continuity of care in terms of prescribed medication regimes.</p> <p>We have commenced a health action plan for all three individuals and are currently working through updating these documents to be clear about when primary health care services were last accessed and what follow ups are required moving forward over the next 6-12 months.</p> <p>We have already managed to have a health check with the G.P for all three residents and we have managed to access dentist and opticians for people as a need has arisen in recent weeks.</p> <p>Two individuals that have moved to us are overweight and we are working on healthy lifestyles which includes thinking about nutrition and regular exercise.</p> <p>We recognise the individuals in our care may not have the capacity to understand the risks they are placing on themselves in terms of lifestyle choices so we work hard to advocate for the individuals are remain in constant dialog with the health care professionals and wider MDT to fully understand the needs of the individuals we care and support.</p> <p>For two of the individuals who have moved to Hullah Farm the transition and moving in period has had such a positive impact on their physical and mental health. The feedback we have received has been incredibly positive.</p> <p>For one individual, although the transition process was extremely successful, life at Hullah Farm has been a big change and there is still a period of settling in and identifying the right routines to help the individual remain happy and healthy. However it is still very early and we are working hard to help the individual settle as quick as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff go through a safe recruitment process prior to commencing employment at Hullah Farm which includes DBS and references and registration with Social Care Wales.</p> <p>We have a safeguarding policy in place and adhere to the local Wrexham Safeguarding procedures. All staff are trained in Safeguarding as part of the mandatory induction process.</p> <p>The three individuals who reside all have staff support 24/7 to reduce the risk of self neglect.</p> <p>We have regular involvement with families and wider community teams who visit the residents regularly. Two of the people who reside go on home visits or in one case home leave and spend time with family without staff presence.</p> <p>The service has a Registered Manager, Deputy Manager and myself as the R.I who all work direct care to model best practice and spend time with the residents to obtain their views and feedback on care delivery.</p> <p>Spot checks and unannounced visits are part the quality assurance processes within Fairpark Care by the R.I and other Directors.</p> <p>We work with a wide range of health and social care professionals who all access the service on a regular basis to review care and the quality of service delivery.</p> <p>Training is regularly reviewed to make sure it can meet the needs of the people residing.</p> <p>We have supervision and support forums for the staff to raise concerns and discuss resident wellbeing.</p> <p>We have a care plan review meeting weekly that reviews an individual's care and how best to support people.</p>

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

Each environment at Hullah Farm is tailored to meet an individuals needs. The extent to which an environment is adapted is dependent on individual need and what service model best suits the individual.

At Hullah Farm we have a Farm House for three persons to reside and 5 cottages which are all single persons.

The cottages can be tailored completely to individual need, one example of this is we changed the heating to underfloor heating, installed air conditioning and reconfigured the access to an en-suite bathroom to ensure the environment meet an individuals needs.

The Farm House is a large house with lots of spaces for people to dwell. The three en-suite bedrooms are also large rooms which can accommodate a lot of furniture and personal belongings.

There is an activity room on site which provides space for individuals to complete activities of interest. This space again can be tailored to individual need.

The gardens are all private and there is lots of additional communal space for all to enjoy.

Due to everyone residing at Hullah Farm having a learning disability and autism it is important the environment remains low arousal, structured and predictable and I think overall we achieve this. The environment aids calming and provides a therapeutic space for learning and skills development depending on an individuals needs and goals.

It is still very early days for Hullah Farm but we are learning daily how to best utilise the environment to enhance the quality of life for those individuals who currently reside.

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)	34
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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	1
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No. of posts vacant	0
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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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support, Autism training, SPELL Framework

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	3
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support, Autism training, SPELL Framework

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)	2
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	2

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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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?	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	39
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	32
Health & Safety	32
Equality, Diversity & Human Rights	32
Infection, prevention & control	32
Manual Handling	32
Safeguarding	32
Medicine management	32
Dementia	0
Positive Behaviour Management	32
Food Hygiene	32
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support, Autism training, SPELL Framework, 123 SUPPORT, Epilepsy training, introduction to learning disabilities, Dignity in Care, Breakaway Training.
<p>Contractual Arrangements</p>	
No. of permanent staff	39
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)	32
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8am to 8pm Night shift 8pm until 8am. Training day - 9-5pm.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	7

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

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