

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:	Lexham Green Limited	
The provider was registered on:	01/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lexham Green Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/08/2018
	Responsible Individual(s)	Jayne Griffiths
	Manager(s)	Jayne Griffiths
	Maximum number of places	29
	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	Staff training needs are identified through daily one to one contact with staff, reflective practice, staff supervision, staff appraisals, staff meetings and care plan reviews.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We normally advertise for staff using the Indeed online employment site. We have a low percentage of staff turnover, and being situated in the middle of a busy town, we have been lucky not to experience a problem with the recruitment of new staff. We aim to keep a happy and relaxed working atmosphere within the Home, the managers have an 'open door' policy and the aim is to sort out any issues staff may have quickly and appropriately and try to maintain a good working environment at all times.

Service Profile

Service Details

Name of Service	Lexham Green Care Home
Telephone Number	01244547019
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	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
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Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	676.52

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?	News letters Care Reviews Regular one to one liaison Planned meetings What's App family support group

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a rear garden area for use by residents. This is mainly laid to lawn with a flower border. Access to the garden for the residents is via the conservatory double doors. There is also a front conservatory attached to the Home which runs across the whole front of the building and provides additional seating areas for residents to enjoy.
Provide details of any other facilities to which the residents have access	Dining rooms is accessed and used for activities and crafts.

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)	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.

- Governance arrangements are in place to support engagement with those involved with the service include pre admission assessments, initial construction of care plans in liaison with residents, one page profiles, 3 monthly care plan reviews, 6 monthly residents meetings, the Manager has an 'open door' policy so there is daily access to a senior member of the management team to address any issues as and when they arise for residents. There is also an annual quality review carried out which is attached to this report.
- There is now a new format in place for the three monthly care plan reviews where the Manager, Deputy Manager and a Senior Carer are holding an Open Day with scones and tea and relatives and friends can drop in throughout the day and evening to look at care plans, discuss care or any other issues.
- The Activities Co-ordinator is also now completing one page profiles and life history logs for all new residents. This also allows our activities co-ordinator to spend some individual one to one time with new residents getting to know their likes and dislikes and learning about their lives.
- The quality of care review for 10th February 2023 was completed in 2022
- There is evidence of the completion of one page profiles and care plans and written daily logs will all show evidence that the rights of people using the service are being met and that people contribute to decisions that affect their lives. The Manager and a Senior Carer have completed the Six Steps programme and recently attended an update training session (February 2023).
- In order to improve outcomes for people who use the service we are working towards increased person centred practice and the care plans and one page profiles reflect choice and opportunity given to residents.
- There is evidence of staff engagement with those involved with the service. Lexham Green continues to have a low level of staff turnover. The rota's contain evidence of appropriate staffing levels. There is an up to date training matrix maintained by the Manager to indicate numbers of staff receiving relevant training. There is evidence of individual staff members receiving additional training where further needs have been identified.
- The majority of training is approved and accredited online training. The 2 day Moving and Positioning passport and the First Aid practical training for senior staff is normally carried out by an external provider.

<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>	<ul style="list-style-type: none"> - Pre admission assessments and visits to potential residents are carried out personally by the Manager or Deputy Manager, liaising with other relevant members of the multi disciplinary team to ensure that the care of the individual residents can be met at Lexham Green. We are glad to see a return to face to face assessments as this enables us to carry out more comprehensive assessments. - Residents are given a choice of GP practice to join if they are moving from out of the area to Buckley. - The construction of care plans begins immediately and is completed within 2 weeks of the residents admission to Lexham Green. - The annual quality of care review examines how residents feel about the service in relation to their ongoing health, and overall well-being. Views of relatives and representatives are also considered as part of the annual review. - The service is effective in supporting people's independence. This is evidenced in individual plans of care and the risk assessment plans for each individual resident. The consideration of risk for each resident is evidenced in their care plans. - There is evidence of the extent of the rights of residents using the service being met. People are supported to access health care and other service and there is evidence of this throughout individual care plans, daily reports and Doctor's and professional notes. - Professionals who visit the home are asked about the effectiveness of the service through our annual quality review. There is also clear evidence throughout the care plans that people have access to other health professionals on an individualised as and when required basis. - Staff are effective in ensuring that residents are assisted to maintain their health and well being. Staffing levels are evidenced on the rota's. There is an up to date training matrix available to evidence staff training. Evidence of supervision and appraisal sessions is available.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> - There are systems in place to support safeguarding of vulnerable people. These include all care staff receiving training in the Safeguarding of Vulnerable adults. An open door policy, regular supervision and appraisals, and the Manager/ RI being on site on a daily basis help staff to feel that they are supported to bring any concerns forward. - Our annual quality review examines the question as to whether people who use the service feel safe and protected. Views of relatives are also considered. - All Care staff are now registered with Social Care Wales. - In the past 12 months there have been no safeguarding referrals or incidents - The Manager/ RI retains the services of Peninsula Employment consultancy to assist with any human resource related issues. - People are protected from discrimination - staff have completed dignity training and whistleblowing is actively encouraged. - Staff are effective in supporting those people affected by safeguarding issues. Training, supervision sessions and appraisals all help to support this. - The Manager is currently working with the new Safeguarding Regulations and the policy has recently been updated.

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

- The Manager facilitates access with the local community. Various local churches visit regularly, our activities co-ordinator regularly takes residents out into the local community - to the shops, park etc. We also organise regular monthly trips out for the residents throughout the summer months. Residents go out using a local wheelchair taxi company and they visit local cafe's and restaurants.
- There is open visiting at Lexham Green and relatives and friends are welcome to visit the home at any time.
- The Manager ensures that people live in a safe and suitable environment. The recent health and safety inspection at the Home was without problems. All of the mandatory regular checks are carried out and evidence is available to support this. There is clear evidence of fire training and drills, gas safety maintenance, legionella testing, fire inspections, Food hygiene inspections (Level 5 obtained).
- All of our health and safety work is up to date. Following the last health and safety inspection it was decided to employ a company called Safe Aqua to undertake all of our legionella testing in order to ensure compliance. This has demonstrated improved outcomes for people who use the service as we are certain that our legionella risk has been controlled.
- Our ongoing maintenance programme is up to date. In recent months we have obtained an Energy Efficiency Grant from Welsh Government which has allowed us to replace fifteen windows around the Home and also put a new roof on the conservatory.
- We have also worked hard on the refurbishment of bedrooms this year – with 12 bedrooms being redecorated. The front conservatory has also been redecorated.
- The Home has also been painted externally in the last 6 months and a new larger gas meter has been installed.
- As part of our annual quality review, we examine and ask people directly about how well the service maintains the residents privacy, dignity and confidentiality. We also obtain the views of visiting professionals and relatives and visiting friends. A copy of our annual quality review is attached. We also have an identified dignity champion and several of our staff have completed the dignity champion training.
- We have excellent health links with the local community which is in evidence throughout the home.
- We have links with the local Mountain Lane primary school who visit regularly to provide concerts for the residents.

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)	20.50
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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
	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
<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	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.	Six Steps 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)	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
<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	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	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.	
<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 Service Manager	2
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
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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have undertaken dental health training.
<p>Contractual Arrangements</p>	
No. of permanent staff	6
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)	2
No. of part-time staff (17-34 hours per week)	4
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 till 8pm - 1 senior carer
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6

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	15
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	1
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have completed dental training
Contractual Arrangements	
No. of permanent staff	15
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	1
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)	6
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	3
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.	Day shift - 8am till 2pm - 4 staff Day shift - 2pm till 8pm - 2 staff Evening Shift 8pm till 11pm - 1 staff Night shift - 8pm till 8am - 2 staff
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	2
Domestic 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	2
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	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	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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
<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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	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>	
<p>Filled and vacant posts</p>	
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	1
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.	
<p>Contractual Arrangements</p>	
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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
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

