

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:	WOODCROFT CARE HOME LTD	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Woodcroft Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Andrew Snook
	Manager(s)	Wendy Roberts
	Maximum number of places	22
	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	Since the pandemic we use an on-line training service, it provides individual online training, together with a training matrix showing how advanced each staff member is through their courses, this enables us to monitor exactly how advanced they are with their studies and provide assistance if any member of staff is struggling with a module. We also just employed a senior with the "Train the Trainer" qualification which will allow us to have an in house training as well.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Like all care homes in the area we have had staffing issues since the pandemic, we advertise via the internet and very often by word of mouth. We had to use agency staff during a period of Covid in Woodcroft during February 2022 and very rarely since as members of staff do try to cover any sick shifts between them.

Service Profile

Service Details

Name of Service	Woodcroft Care Home Ltd
Telephone Number	01492515763
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?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	790.00
The maximum weekly fee payable during the last financial year?	870.00

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?	Quality Questionnaires were sent to all relatives, staff and health care professionals twice during this period. The results were collated and a report produced with the data and comments. Actions are noted and acted upon in a timely manner.

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
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	Woodcroft has a walled garden consisting of a raised flower bed with a waterfall pond. There is a decking and slab area with benches, lounge rattan seating with a table and a round table with rattan chairs. Parasols are provided for sun shade when necessary.
Provide details of any other facilities to which the residents have access	Woodcroft has a minibus for residents to have afternoons out to the promenade and beach. A raised vegetable garden and potting shed will be created this year at the rear of the property to enable residents to be involved with gardening.

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.

<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>Each individual is always given the opportunity to express their choices with regards to daily living and this is recorded in their daily notes on a online tablet. Where possible each person is involved in the aspect of their care and this is always discussed with the resident's relative or advocacy services when required.</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>Each individual is provided with a detailed care plan. This includes personal choices regarding food, entertainment, socialising, outings, religious and spiritual beliefs, likes and dislikes. This is updated on our on-line system by care staff using tablets to input information and choices as they occur eg one resident enjoys wildlife, we give her the opportunity to visit a local seal colony.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The ethos of the home is to provide a safe environment. We do this by training our staff to a high level to promote individual choice and wellbeing. It is paramount that we do what we say we are going to do. Its important that we provide an atmosphere that is nurturing and enabling. All safeguarding policies and procedures are in place. Our safeguarding training covers emotional, physical, financial, sexual abuse, and self neglect - refusing care or medication or neglect/abuse. DoLs policies and procedures are in place for those residents who require it.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We care for individuals who live with dementia, the accommodation provided plays a vital role in the day to day living experience. We have designed specific sensory bathrooms with mood lighting, a TV and surround sound to immerse the resident in a relaxing sensory experience. The décor is bright, airy and modern. We believe that the colours used can enhance the experience of daily living for each person. Automatic lighting systems, coloured doors to each room with name plates, memory boxes and door knockers provide a unique experience for a person living with dementia. One of our lounges has been completely redesigned for dual use, this area can be used as a relaxation room by the use of blackout blinds, music and mood lighting or as a normal day to day lounge area with a circular window seat for relatives and residents to have a coffee together. A raised vegetable garden and potting shed will be created this year at the rear of the property to enable residents to be involved with gardening.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>23</p>
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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
<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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen Awareness/Stress Awareness/Time Management Awareness/Bereavement Awareness Pressure Care and Moisture Lesion Awareness
<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	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?	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>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fire Safety/COSSH Awareness/Emergency First Aid/Allergen Awareness/Concussion Awareness SEND Code of Practice Bullying and Harassment Awareness/Whistleblowing/Peer on Peer Abuse Dignity, Privacy and Respect/Managing Challenging Behaviour Basic Observations/Catheterisation Awareness/Pressure Sore Awareness/Oral Health/Pressure Care and Moisture Lesion Awareness</p>
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
<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)	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 social care worker	3
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	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	0
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.	Fire Safety/COSHH Awareness/Emergency First Aid/Allergen Awareness/Concussion Awareness Bullying and Harassment Awareness/Whistleblowing Dignity, Privacy and Respect/Managing Challenging Behaviour
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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)	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	0
No. of staff working toward required/recommended qualification	0

Catering staff

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'.
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Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
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.	First Aid Essentials/Emergency First Aid Awareness Allergen Awareness/Diet and Nutrition/ Food Hygiene and Safety in Education/ Fire Safety/COSHH Awareness/Concussion Awareness Bullying and Harassment Awareness/Whistleblowing Pressure Sore Awareness/Oral Health/Pressure Care and Moisture Lesion Awareness
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	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.	14 Care Assistants - A care worker supports vulnerable people to manage their daily activities and to achieve positive outcomes. 1 Maintenance Officer- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.
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	11
Health & Safety	12
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	10
Safeguarding	7
Medicine management	0
Dementia	5

Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety/COSHH Awareness/Emergency First Aid/Allergen Awareness/Concussion Awareness Bullying and Harassment Awareness/Whistleblowing Dignity, Privacy and Respect/Managing Challenging Behaviour Basic Observations/Catheterisation Awareness/Pressure Sore Awareness/Oral Health/Pressure Care and Moisture Lesion Awareness
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	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)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	2