

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

Provider: DIANE ROBERTS

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Station House Residential Care

Service summary

Service management

Service contact details

Languages used at the service

Service facilities and accommodation

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider summary

The provider was registered on:	13/06/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We use supervision, appraisals to discuss training needs with staff. We plan training throughout the year to ensure that mandatory training is renewed as necessary. We also ensure that staff have the skills and knowledge to ensure that they can meet the needs of all the residents and if we identify any training that staff require to meet residents needs we arrange for staff to undertake this training. The Registered Manager does observations to identify any training needs of staff.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We advertise arrange interviews if successful we apply for DBS and two references one from their last employer. We retain staff through having regular staff meetings and supervisions. doing training skills assessments and ensuring that staff have the appropriate training for their job roles. Also having an open door policy and having open lines of communication. We pay above the real living wage and this helps staff feel valued. We provide staff the opportunity to progress through the company

Regulated services delivered by this provider

Service name	Service type	Type of care
Station House Residential Care	Care Home Service	Adults Without Nursing

Service: Station House Residential Care

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/06/2018
Maximum number of places	8
Service Conditions	• A maximum of 8 individuals can be accommodated at this service • DIANE ROBERTS is registered to provide a Care Home Service at Station House Residential Care STATION HOUSE, STATION ROAD, HOLYWELL CH8 7EL • The responsible individual for this service is Diane Roberts
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Diane Roberts
Manager(s)	Diane Roberts

Service contact details

Service Telephone Number	01352 710929
Service Contact Email Address	diane.roberts16@btinternet.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Gym / sports facilities • Hairdressing / beauty services • Internet access • Laundry service • Near public transport • Number of bathrooms with assisted bathing facilities: 2 • Number of bedrooms with en-suite facilities: 4 • Number of communal lounges: 2 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 8 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Wheelchair access • Wildlife / domesticated animals

Engagement with people using the service

We have at least 6 residents and staff meetings per year. The R I has at least monthly discussions with the people who
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use the service - the residents. We do bi annual quality assurance reviews. through these arrangements we are able to facilitate and encourage residents to discuss and have their views and ideas listened to and acted upon. Residents are involved as far as possible in the running of their home.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1400.00
The maximum weekly fee payable during the last financial year?	£2400.00

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	14
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	9	0
Care Worker	1	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Senior Care Worker	9	0	0
Care Worker	1	0	0
Other Staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	6	3
Care Worker	1	0
Other Staff	1	0

Staff qualifications**Hold required qualification & Working towards required qualification - not apprenticeship**

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	7	2
Care Worker	0	1
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	3 staff per shift 8 am to 5 pm 5 pm to 11 am
Care Worker	on shift with 2 other senior care staff