

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	JA Care Ltd		
The provider was registered on:	06/07/2018		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Westhaven Nursing Home		
	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	06/07/2018	
	Responsible Individual(s)	Sudhaharan Jayaratnam	
	Manager(s)	Heather Evans	
	Maximum number of places	19	
	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 have attended some face to face training sessions organised by Conwy Social services. Staff have also accessed online trainings and webinars of topics that are relevant to the workplace. when staff attend face to face training sessions their shift is filled either by existing staff or agency staff to ensure that the correct number of staff are on duty at any one time.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The organisation has applied for and obtained a sponsorship licence and has successfully employed one overseas worker in the role of senior care assistant. The organisation still has a vacancy for deputy manager/nurse and this is currently being advertised on the gov.uk job website and also on the We care Wales website, but as yet we have not had any successful candidates. The organisation is hoping to advertise the post on the "indeed" website in the next few months.

Service Profile

Service Details

Name of Service	Westhaven Nursing Home
Service Telephone Number	01492540201
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English is the main language, some staff speak a little Welsh

## Service Provision

## People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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## Fees Charged

The minimum weekly fee payable during the last financial year?	1109.29
The maximum weekly fee payable during the last financial year?	1276.90
If you wish to add further detail or comment regarding the scale of charges please do so below	

## Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Manager always available to discuss the service with relatives, For those residents who do not have relatives visiting we use RPs from CADMHAS to advocate for them.

## Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Enclosed patio area to wards the rear of the building Outdoor bench at front of building for relatives to sit with their loved ones
Provide details of any other facilities to which the residents have access	Television points in bedrooms Radios available for bedrooms Visiting entertainers ( fortnightly) Visiting hairdresser Visiting chiropodist

## 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.

The rights of the people who use our service are being met through a variety of methods that are underpinned by a commitment to person centred care, staff training and development, and regular supervision. West Haven has an 'open door' policy, that supports effective communication and Biannual Quality Care Review Questionnaires ensures that we review the effectiveness of this commitment from the perspective of our residents and or their representatives when capacity is compromised due to a decline in cognitive function.

West Haven is a small and personally operated care home and as such ongoing communication forms an integral part of the daily operations. Individual choice and autonomy is supported despite the disabilities some residents are living with.

Residents and visiting relatives are offered a choice in menu and dietary preferences. There is flexibility to meet individual assessed needs and choices. Meals and refreshments can also be served in different areas of the home. Residents' likes and dislikes, are considered at the planning stage, by the catering team and special diets are catered for.

In addition to day-to-day communications with onsite nursing management, the owner is present weekly and takes the opportunity to engage with residents and relatives. A Quality Assurance Questionnaire is distributed annually to residents and or relatives and this is reviewed, forming the basis for future action plans and improvements. It provides a further opportunity for the voices of everyone, to be heard and considered, can be completed anonymously, and provides ample space for people to tell us about their personal experience of the care provided and their perspective on what matters most to them in their home.

EXAMPLE OF QUOTES 2023 REVIEW

"Staff are welcoming and so caring, nothing is too much trouble, couldn't ask for anymore for my relative."

"Peace of mind, knowing my relative is well cared for."

"Now I can spend quality time with my relative."

Staff also have a voice in the care of the residents and the day-to-day operations. Staff meetings and individual supervision sessions are managed by the nurse manager.

Staff engagement is very important at Westhaven. Informal and formal processes exist, and staff are encouraged to talk to management who work at the home on a weekly basis. Ideas are welcomed at staff meetings on how to improve the home and feedback is received on operations and the progress of any new initiatives.

<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>Westhaven residents appear to be 'happy,' but this will depend upon the definition. 'Happiness,' is subjective and a balance between negative and positive emotions – which is completely natural. To gauge happiness (other than by direct questions), we look to residents' behaviour and emotions. Therefore, if people are content and BPSD (behavioural and psychological symptoms of dementia) are infrequent and natural fluctuations in emotions are supported effectively when they do occur then we are satisfied that the service is meeting people's needs.</p> <p>There are times of course when positive emotions and happiness are more easily observed. During social interactions and activities for example. Residents respond positively to Alice, the French Bulldog who visits four times a week – those residents who can verbalise their feelings actually express how they look forward to the visits; Sparkle the Shetland Pony visited and that was a afternoon enjoyed by all.</p> <p>Westhaven staff support residents to observe seasonal occasions, often using craft to prepare for and illustrate the event, helping with both reminiscence and orientation.</p> <p>Supporting ongoing health is managed effectively by the manager and nurses in collaboration with primary and secondary care as necessary. There are challenges with high demand on such services across Wales and Westhaven nursing services have had to adapt to this. Fortunately, Westhaven is a small nursing home and the manager is involved in overseeing and at times delivering nursing care. This oversight is paramount and helps the service to ameliorate the impact of the strain on Primary and Secondary Care.</p> <p>Infection Prevention and Control audits continue to be conducted twice yearly and actions are taken as a result of findings. For example –</p> <ul style="list-style-type: none"> <li>· All resident room now have paper towel dispensers.</li> <li>· Handwashing techniques rate highly in audits evidenced by the use of a Glow Box UV light.</li> <li>· Staff have completed the All Wales Infection Control Workbook.</li> </ul> <p>This is further supported across the board with the annual review of Policies and Procedures.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>It was interesting to note from the responses within the QA Survey that families often mention how safe they felt their relative was at Westhaven and how caring and responsive staff are to meeting their needs. This illustrates the positive caring culture within Westhaven which develops from observance of both statutory requirements and management protocols that stem from good recruitment and retention practice.</p> <ul style="list-style-type: none"> <li>• References are sought and checked.</li> <li>• DBS records and checks are maintained</li> <li>• Supervision, training and development all underpin a rigorous approach to Safeguarding.</li> <li>• Staff are registered with Social Care Wales and NMC and have a strict code of conduct.</li> </ul> <p>The goal being to ensure that residents / relatives feel safe in and with our care. Similarly, all statutory requirements related to the safety of the environment and equipment are kept up to date as are maintenance issues that could compromise the safety of an individual.</p> <p>The review revealed that whilst some training is being undertaken, not all staff are attending or completing all the basic statutory topics. This is an area for improvement and ways to achieve this have been discussed with the manager. Westhaven is considering investing in a digital programme, Care Skills Academy, to supplement and improve the uptake of training.</p> <p>Further analysis of the answers in the questionnaires did indicate, that whilst, the majority of resident/relatives are aware of the formal Complaints procedure and how to contact CIW, a minority stated that they are not. This has now been addressed by ensuring that new admissions into the home are informed by the manager and offered a copy of the procedure or signposted to the notice board where an up-to-date version is on display. It is also included in the Statement of Purpose and forms part of the contract of admission.</p>

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

Westhaven is a small care home that provides converted and purpose-built accommodation to support the wellbeing of its residents. A rolling programme of maintenance checks and refurbishment tasks ensures that the accommodation is fit for purpose. Consideration is given to how the accommodation supports the wellbeing of individuals living, visiting, and working at Westhaven. Thought goes into the planning of the décor, furnishings and fittings, and opinions of stakeholders are sought. There is room for private visiting and space for people to engage in different supported activities. The outdoor area for summer months needs some further planning (as suggested by some respondents to QA survey) and once budgets permit.

The Home will observe and comply with all statutory regulations regarding the preparation of food and the cleanliness and hygiene of the kitchen environment. The home manager frequently inspects records kept by kitchen staff to ensure that all the correct records are maintained. At recent inspection 2024 we received 5 star rating for our kitchen.

Here at Westhaven, we strive to maintain a quality environment for the comfort of all our residents and staff. Staff are all aware that if anything that may affect the health and safety of the resident, a visitor or another member of staff that this should be reported immediately to the nurse in charge and appropriate action taken.

We carry out regular maintenance works and the following works were completed in 2023 year

1. We have decorated 8 rooms and purchased new furniture
2. Painted extension corridor walls
3. New items purchased for the kitchen
4. Gutters, pipes and drains cleared and gutters replaced
5. Painted outside of the building

We have plans to do the following maintenance work in 2024

1. New Dining room chairs and tables- Already replaced
2. Decorate the Dining room
3. New carpets for the Manager room
4. Replace corridor flooring
5. Purchase additional garden furniture
6. Public toilets to be decorated

Other items will be added as required.

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)	22.90
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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

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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at work Falls Prevention

#### 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?	No
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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?	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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	0
Safeguarding	3
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Tissue viability; falls prevention; violence and aggression;; 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
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)	2
No. of part-time staff (16 hours or under per week)	1
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.	Shifts can be 8am - 2pm; 8am - 8pm; 2pm - 8pm or 8pm to 8am Usually there is only 1 nurse on duty on any given shift
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	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	1
Health & Safety	0
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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.	Shifts are can be 8am - 2pm; 2pm to 8pm or 8am - 8pm



Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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	17
No. of posts vacant	1
<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	0
Infection, prevention & control	17
Manual Handling	3
Safeguarding	10
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral care; hand hygiene
Contractual Arrangements	
No. of permanent staff	17
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)	7
No. of part-time staff (17-34 hours per week)	10
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.	Shifts can be 8am - 2pm; 2pm - 8pm; 8am - 8pm or 8pm - 8am Typically there are 5 staff on duty from 8am - 2pm, 4 staff from 2pm - 8pm and 2 staff from 8pm - 8am
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
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.	
<div>Contractual Arrangements</div>	
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
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
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	0
No. of staff working toward required/recommended qualification	0
Catering 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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2

No. of staff working toward required/recommended qualification	1
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.	Maintenance person - to maintain the property and carry out repairs; to undertake regular checks on various systems within the care home, for example call bell checks, fire alarm checks
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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.	
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0