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:	Mental Health Care (Avalon) Limited
The provider was registered on:	04/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Avalon

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/04/2019
Responsible Individual(s)	Gemma O'Malley
Manager(s)	Tracey Roscoe
Maximum number of places	5
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	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making. There was a pay increase from 1st April 2024.

Service Profile

Service Details

Name of Service	Avalon

Service Telephone Number	01745356164
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	2316.98
The maximum weekly fee payable during the last financial year?	6181.25
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	2
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Personal Planning, Keyworker Meetings, Resident Surveys, Stake holder Surveys, Resident Meetings, Activity Planning, Review Mee tings, Responsible Individual Visits, Complaints, Compliments, Inte rview Processes, Daily Records, MHC Newsletter, Social Media, E nvironment Choices.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
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	Garden, patio, shed, seating, plants.
Provide details of any other facilities to which the residents have access	None.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Easy Read Pictoral

Statement of Compliance

| 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 service employs a staff matching technique to attempt to match residents and staff on interests. This provides the resident with inclusion and ensures their social needs are met. Residents also have relationship maps within their files which is a spider diagram and details the people important to them within their life, this can include family members, friends, staff etc.

We tailor our care to meet each person's specific needs. The Person-centred approach focuses on the immediate and the future, considering the needs, thoughts, concerns, and opinions of the individual, and consulting their family and friends and others within their 'personal network'. The plan will describe the preferences of each resident in relation to their choices, outcomes that are specific, measurable, achievable, lifestyle specific support needs and risk assessments. These plans enable us to show how we intend to support the health and welfare needs of each person living at Avalon. These plans are reviewed regularly (minimum three monthly) with the resident, their families, and other stakeholders. We have a process for asking and recording what is working and not working from the resident's perspective.

Each resident will have a named Keyworker, who will allow them to have choice in how care and support is structured around them. An activities schedule will be created with the residents' preferences central to its functioning. Avalon will use a total communication package which allows us to help develop how a resident communicates and allows us to demonstrate choices.

The residents have access to aromatherapy sessions at Avalon. This activity is enjoyed and utilised consistently, whilst being an important part of meeting the sensory needs of the residents. Individual short breaks and longer holidays are also organised and tailored to the individual. A weekly programme of activities is designed around the choices and interests of the residents. Activities of choice may include music, art, further education, work experience, bowling, holidays, shopping, cinema, crafts, walking, day trips, social groups, sports and many more. One resident is attending higher education and completing English, Maths for 1 day a week.

The residents that live at Avalon are involved in the selection of applicants by viewing application forms and CV's and deciding who to short list. Residents have developed their own interview questions based upon what they value the most from staff. |

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.	Residents are supported to register with a GP and dental practice of their choice where capacity allows, alongside other health care amenities. In addition to this, each resident will be provided with a hospital passport which contains information required should they be admitted to hospital, or should paramedics come to Avalon.

All residents are fully supported where necessary to attend health appointments. All health appointments are documented in terms of outcomes and any follow up action that may be required (a timeline). Each resident has a daily diary which monitors meals, fluids, appointments, specific testing (such as blood monitoring glucose), weekly vital checks, monthly weight monitoring and peak flows. If there are any issues then we are able to contact the GP or wait for a weekly call with the doctor.

All individuals receive an Annual Health Check from the GP, although there have been some challenges during the year relating to the availability of these checks. Each person has a Health Action Plan in place to support the ongoing monitoring of physical health and wellbeing.

The support of resident's emotional health has been very important so our close links with the local community mental health teams and residents' bespoke clinical teams have been very beneficial, as keeping the lines of communication open has meant that any of our residents' mental health needs can be addressed as and when concerns occur.

In relation to diet and exercise, most of the residents eat a well-balanced diet. Choices in relation to diet intake are respected, and advice is provided along the way to educate individuals about a balanced diet. Individuals take part in 'shop and cook' activity to develop their skills. This is promoting the person's independence, helping with money recognition, teaching new skills with regards to budgeting and the cost of living and helping to have more knowledge and insight of healthy living, including preparing and cooking more independently.

Each resident has an activity planner. These plans are put together by residents with support from the staff. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall well-being. |

The extent to which people feel safe and protected from abuse and neglect.	MHC have a robust recruitment process that ensures all new employees are vetted appropriately prior to commencing employment with us. These background checks consist of two written employment references and an application is made to the Disclosing and Barring Service to ensure all employees are considered safe to work in the care sector.

All residents are made aware of the safeguarding and complaints process and there are posters on display within the service on resident information boards that supports residents in the correct process to follow should they have any safeguarding and/or complaints requests. Further to this MHC contracts with an independent advocacy service NWAAA and all residents have access to IMHA and where necessary IMCA services.

All staff as part of the recruitment and induction process have a full enhanced DBS check and receive training in Safeguarding, Equality and Diversity and Information Governance, plus a plethora of other mandatory training sessions.

We believe that Avalon has a positive culture, which positively impacts on the lives of residents, families, and staff. Features of the positive culture are strong leadership, a homely and friendly environment, skilled staff and teamwork, and positive staff-resident relationships, who can listen and translate views into action are all important in improving choice and retaining control. We believe culture is key to protecting adults at risk living in a residential setting. We feel this is reflected in our 'Team Purpose' poster and feedback from questionnaires from family/friends and residents and can be evidenced in questionnaires and the signage of personal documents. Working with residents has improved experiences of care. This includes involving residents in planning care and managing personal risks. Choice and control are well embedded in the culture of the home and a person-centred approach to risk focuses more on what can be done than what can't. Joint risk assessments coproduced with residents and family support this shift.

All residents are familiar with the RI who visits the home on a regular basis and have the contact details of this person and know that they would be available to access at any time, should they require the RI's support.

Staff are aware and encouraged to speak openly and honestly about any concerns they have. In addition, staff supervisions provide another more formal opportunity to discuss concerns. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | Achieving a homely feeling care environment is incredibly important to us. We want residents to have a safe, appropriate home which meets their needs, and which delivers positive outcomes. Homely aesthetics can immediately make residents feel more comfortable, giving a sense of community amongst residents, which is integral to improving quality of care and quality of life.

During the past year, environmental improvements have continued, making the outdoors spaces nicer as well as planning for a new kitchen.

Outcomes will vary from person to person because there about what matters to the individual acknowledging residents' strengths and working with the person to agree a plan to help them do the things that matter most to them. Personal outcomes involve having meaningful conversations with residents, in day-to-day conversations, meetings and reviews.

It is also important to establish outcomes that are realistic, achievable, meaningful, and forever evolving and changing, accepting that nothing stays the same.

Avalon is a community facing home and is served well by local public transport and has its own vehicle. Most residents have their own bus passes and can access the community whenever they wish. Residents who are not able to access the community independently receive support. Activities programmes support residents' choices; however, they are not set in stone and are highly flexible.

Each individual has regular reviews with their social worker, which includes a review of the placement and it's suitability to meet the needs of the individual. All individuals have a pre-admission assessment, reviewing their existing personal plans and identified needs. This ensures that Avalon can provide a placement in accordance with people's needs, wishes and in-keeping with their outcomes. |

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

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	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
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

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

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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
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

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	1

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

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	1

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries

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.	Rolling rota, early, late and long days.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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	19
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	7
Health & Safety	5
Equality, Diversity & Human Rights	6
Infection, prevention & control	5
Manual Handling	5
Safeguarding	6
Medicine management	11
Dementia	0

Positive Behaviour Management	5
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Diabetes, Epilepsy, Personality Disorder, Bi-Polar, Active Support, First Aid, FFSC, Accurate and Defensible documentation, Information Governance, DoLS/MCA

Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	13
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.	Rolling rota, early, late and long days Nights 10pm to 8am

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	8

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

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

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