

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:	Amaranth care ltd	
The provider was registered on:	23/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Bryn Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	23/11/2018
	Responsible Individual(s)	Adam Durlucia
	Manager(s)	Elizabeth Durlucia
	Maximum number of places	30
	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	We have an ongoing training matrix in place for all employees. When a new employee joins us they are added to the matrix. This gives clear steps on what training is required. Training requirements are also identified through supervisions, staff meetings, observations and if staff request training they have heard about through other training courses. Courses are offered via paper based courses, attending face to face courses and also courses carried out within the care home..
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Over the past year we actioned face to face interviews, good robust recruitment procedures and also ensured that staff are paid appropriately. We are the highest paying care home in Torfaen. We also offer every other weekend working to allow staff to have 2 weeks off per month. We generally do not have recruitment problems and those staff that have left very often ring to ask for their job. Training and ongoing support is essential.

Service Profile

Service Details

Name of Service	Ty Bryn Residential Care Home
Telephone Number	01495772761
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Whilst we have no Welsh speaking staff we do offer the Welsh Active offer and will always try to support Welsh speakers. All signage in the home is in Welsh and English.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	41
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Fees Charged

The minimum weekly fee payable during the last financial year?	806.88
The maximum weekly fee payable during the last financial year?	885.91

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We hold quarterly resident meetings to seek the views of the residents. These are enjoyable meetings where recommendations and suggestions are heard by the management. Staff are in the room to support the residents to speak out. Suggestions are then taken to the appropriate people in the business for agreement for the changes or suggestions. Care plan reviews are held and residents encouraged to discuss their care. Due to the stable management team, residents know the managers and are able to ask to see them. The management have an open door policy where they can be contacted immediately if needed. Feedback questionnaires are also completed by residents either with their family member or a member of staff if they need help.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
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	The residents have access to a patio area, which has disabled/wheelchair access. Residents who are able to walk are able to access a lawn area. We also in the summer have an area with artificial grass for residents to sit and chat with their families. The home is next to Abersychan park and the residents access this all year around.
Provide details of any other facilities to which the residents have access	Once a week the residents have access to the local community centre where they have lunch with their friends in the community. They also enjoy bingo and activities at the community centre. This is arranged by the activities co-ordinator. The residents are supported by staff to attend every week.

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.

We are a family run care home and the ethos is to provide a family feel for the residents. Whilst we have experienced staff turnover, we are able to recruit staff well. The residents tend to see the same staff on a daily basis. The management are very visible and respond immediately to any concerns raised by the staff or residents.

The responsible individual is very visible working at the care home for 3 days per week and contactable for 7 days a week.

We have a maintenance manager who works five days per week and has developed very good working relationships with the residents, especially the gentlemen that live at Ty Bryn.

Residents are offered the opportunity to personalise rooms upon coming into Ty Bryn. Rooms are regularly painted and improved due to the ongoing maintenance programme.

Residents are offered the opportunity to move rooms, if a larger room or ensuite room becomes available.

The residents meet with the management quarterly to have an opportunity to talk and chat about life at Ty Bryn. These meetings are minuted. All opinions are listened to and requests documented. The minutes are then shared with the RI to ensure he is fully informed of any discussions taking place.

Due to consistent staffing and excellent management the residents know who to raise concerns with and are happy to raise concerns with staff, who can then take the concerns to management.

Residents are asked to complete questionnaires every 6 months to seek their views.

Management are involved in staff handovers. Management are then able to act promptly on any issues surrounding a resident.

A new activities co-ordinator has been recruited and is providing shopping trips, trips to the park, entertainment and person centred activities. The wellbeing of the residents is enhanced by ensuring their links with the community remain, that all activities are activities that the residents want to take part in. All events such as St Davids day, St Patricks day are celebrated.

Due to covid restrictions being lifted the residents are now able to go to the community centre once a week to lunch club where they can enjoy lunch with their friends from the community. They are supported to this event by our activities co-ordinator. Family members have also joined in this activity.

The plan for this year is for the deputy manager to work every other weekend, to ensure that the staff on weekends feel supported. This will a

<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>Any concerns regarding residents wellbeing and health is always acted upon quickly. We have an open door policy for residents and families. The manager is very aware of residents making decisions for themselves or if they lack the capacity involving families and social worker.</p> <p>We act quickly and professionally if any concerns are raised. Visiting restrictions have now stopped and families are now able to meet face to face with their family members. Pre booking of appointments is no longer needed anymore. The visits to the lunch club in the community enhance the residents lives and benefits their wellbeing. One resident wanted to have a double bed. This was accommodated as it was important and mattered to the resident. Entertainment entering the home has increased due to the lifting of restrictions of covid.</p> <p>Family questionnaires have been received with the following compliments:</p> <p>“All staff are very welcoming and friendly and make you feel at home. Nothing is too much trouble.</p> <p>“Very friendly and are always prepared to talk through concerns.”</p> <p>“We are always contacted/spoken to about every aspect of his care – couldn’t ask for more”</p> <p>“Since coming to the home my father, has thrived. He looks better than he has for years. I think the home and the staff are Brilliantly amazing!!”</p> <p>“We are more than pleased with our dads care”</p> <p>“We are very happy, as I said and would highly recommend Ty Bryn to others and would continue to do so.....and it makes me happy to know and to see how happy my dad is”</p> <p>Residents are supported with all medical appointments such as GP, hospital appointments and dental care. The resident can have their own optician and chiropodist visit the home if they wish. These services can be provided for them if they so wish. The residents are encouraged to access the community with their families and friends and families are very welcome in the home. We have a visiting library that can provide books for the residents, along with talking books. The social aspect of the home has been reviewed and there is more entertainment which families and friends can come to. The residents at a recent residents meeting said they would like to go to a theatre production. The activities manager then arranged a trip to the theatre for the residents, who were supported by staff. The residents are now able to access on a weekly basis the lunch club in Garddiffaith. This allows the residents to socialise with the community and meet with friends.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>a. What do we do Well?</p> <p>A comprehensive list of audits are carried out by the registered manager and her team.</p> <p>The registered manager carries out an audit of all compliments and complaints on a monthly basis.</p> <p>The deputy manager is very visible on a daily basis and also now works as part of the rota. This ensures she is able to form relationships with the residents.</p> <p>The manager monitors all safeguarding concerns. All complaints are passed to the responsible individual for comment. Two safeguarding’s have been raised against Ty Bryn since the previous report. Both safeguardings were raised externally, one from St Johns Ambulance and one from South Wales Ambulance. Both, once investigated were immediately cancelled as the alleged concerns were fully documented and investigated by ourselves.</p> <p>All staff undergo a thorough recruitment process with an enhanced DBS check. They work under continuous supervision until they are deemed suitably trained to care.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Face to face assessments for prospective residents have now restarted due to covid restrictions decreasing.</p> <p>The manager ensures that the statement of purpose and service user guide is updated regularly. It is updated monthly but more frequently if needed.</p> <p>Also ensuring that the Statement of Purpose is updated regularly so that people can be informed about the service before coming in. People are reassured about their documents and data as this is stated in the statement of purpose. We have not experienced any breach of data protection. Resident are encouraged to personalise their rooms to make their rooms more personal to them. Personal items such as photographs are welcomed.</p>

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)	13
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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>	
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	1
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity and DOLS, Falls prevention and management training coping with aggression person centred care Challenging behaviour QCF level 5 NVQ level 4 Fire safety Record keeping Diabetes Diet and nutrition Pressure sores Epilepsy
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 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
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	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity and dols Manual handling train the trainer Pressure sores Epilepsy Diet and nutrition Diabetes Record keeping Basic aid and fire safety Catheter care coping with aggression Person centred care Challenging behaviour
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	9
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	4
Health & Safety	9
Equality, Diversity & Human Rights	6
Infection, prevention & control	9
Manual Handling	9
Safeguarding	8
Medicine management	9
Dementia	9
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>medication e-learning has been completed. 2 hours session on medication has also been undertaken in January 2023 Pressure sores training Epilepsy training Mental capacity act Diet and nutrition Diabetes Record Keeping Basic aid Fire safety and fire safety practical Coping with aggression Person centred care Death, dying and bereavement Challenging behaviour POVA 2</p>
Contractual Arrangements	
No. of permanent staff	9
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	9
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)	8
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.	<p>Seniors work 07.00 - 15.00 1 on shift care staff work 07.30 - 15.00 4 on shift Night staff senior works 10.00 - 07.30 1 on shift Night care staff work 10.30 - 07.30 2 on shift Domestics usually work 9-2 2 members of staff Afternoon senior carer 14.30 - 22.30 1 on shift Carer afternoons 15.00 - 22.30 3 carer on shift Evening staff member who is a carer 17.00 - 21.00</p>

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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	31
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	20
Health & Safety	18
Equality, Diversity & Human Rights	6
Infection, prevention & control	12
Manual Handling	19
Safeguarding	18
Medicine management	0
Dementia	18
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pressure sores skin training (in June 2023) Epilepsy Mental capacity Record keeping Diet and nutrition Diabetes Basic aid Emergency first aid Fire safety Coping with aggression person centred care Challenging behaviour
Contractual Arrangements	
No. of permanent staff	31
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	31
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)	23
No. of part-time staff (16 hours or under per week)	2
<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.	07.30 - 15.00 Days 3 carers plus the senior 17.00 - 21.00 Afternoon carer 15.00 - 22.30 Afternoons 3 carers plus the senior 22.30 - 07.30 Nights 2 plus the senior 7 days per week
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	15
<p>Domestic staff</p>	
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	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	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	4
Safeguarding	2
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	5

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)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
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
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	2
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food safety certificate achieved by 2 City and guilds in cooking achieved by 1
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	3
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)	1

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
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.	Maintenance worker employed for basic maintenance and garden maintenance
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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
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	1
No. of staff working toward required/recommended qualification	0

