

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:	Amrit Pelladoah	
The provider was registered on:	24/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Plas Gwyn Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	24/05/2019
	Responsible Individual(s)	Amrit Pelladoah
	Manager(s)	Paula Jackson
	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	Training Matrix for recording and identifying staff training and meeting needs. Staff utilise both NHS e-learning, other e-learning platform and in-house training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff recruitment being advertised online with some successful recruitment. Due to ongoing problem with carer recruitment nationally, we have looking to recruit staff from abroad. Providing adequate pay rate and maintain staffing level had help with staff retention.

Service Profile

Service Details

Name of Service	Plas Gwyn Nursing Home
Telephone Number	01824702776
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
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?	36
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Fees Charged

The minimum weekly fee payable during the last financial year?	631.72
The maximum weekly fee payable during the last financial year?	1008

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?	Manager carried out questionnaire every 6 months with residents and their family and write up summary report, any issues highlighted during the process discussed with staff.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	3
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 home surrounded by country side, garden area and patio is accessible by wheelchair from sitting room 2.
Provide details of any other facilities to which the residents have access	Dedicated hairdresser room with regular visit from the local hairdresser.

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)	Yes
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>Plas Gwyn's statement of purpose reflects the individualized care, choice, and opportunities provided to residents. Care plans are tailored to each resident's needs, incorporating input from healthcare professionals, family, and friends. Recent feedback from residents through a quality of care questionnaire has been highly positive, indicating that their voices are heard, they have choices, and opportunities are available to them. Positive feedback from families, professionals, and agencies boosts staff morale. Understanding residents' food preferences and dislikes is crucial for providing a safe and enjoyable diet. Gathering information from relatives prior to admission helps create a homely and relaxed atmosphere. Personalized activity plans are developed based on residents' preferences. Plas Gwyn adheres to governance arrangements and regularly updates policies and procedures to ensure person-centered care. Monitoring and staff training, along with resident feedback, contribute to identifying choices and opportunities. Care plans are reviewed regularly, and an electronic system helps stay updated on residents' needs. Staff engage with residents through regular conversations, fostering a friendly and open environment. Recruitment processes prioritize staff competence and engagement. Quality assurance questionnaires and an open culture ensure effective services. Policies and procedures are personalized, up-to-date, and aligned with local regulations. Staff are trained and guided by these policies to provide legal, evidence-based, and contemporary care. Improvements are communicated through various channels, and staff receive support to complete their training. The collaboration of all these elements ensures that residents have a voice, choices, and opportunities to lead fulfilling lives at Plas Gwyn.</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>Plas Gwyn prioritises staff training, ensuring it is up to date and ongoing. Training DVDs and a training plan for the year are utilized to maintain skills and knowledge. The home recently experienced a Christmas outbreak of Covid, emphasizing the importance of infection control measures. Visitors must now have a negative LFD test before entering the home. The governance of the home is evidence-based, up to date, and regularly reviewed to ensure relevance. All staff members have a role in maintaining health and well-being, from cooks providing nourishment to domestic staff ensuring cleanliness. The quality assurance questionnaires and resident feedback indicate that health needs and overall well-being are positive, with residents feeling safe and secure. An infection control audit highlighted minor changes to be made. The staff-resident bond has strengthened during the lockdown, with staff facilitating communication between residents and their relatives. A person-centered approach is advocated, prioritizing independence, dignity, and respect. Professionals visiting the home have provided positive feedback. Staff receive relevant training, supervision, and appraisals to deliver high standards of care. Additional dementia training has been organized, complementing the staff's expertise. Relevant documentation is completed for residents, although behavior and food charts, as well as intentional rounding, can sometimes be overlooked. Communication with healthcare professionals is regularly conducted to review care and medication decisions jointly. Residents are always included in decisions about their care and the formulation of care plans. Plas Gwyn strives to be an excellent home where local individuals can feel relaxed and confident in their care. The most recent inspection report in February 2022 provided positive results, boosting staff morale.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Plas Gwyn prioritises resident safety and well-being through comprehensive governance arrangements and up-to-date staff training. Quality assurance questionnaires reflect positive feedback, with residents feeling safe and at home due to the caring staff. COVID-19 outbreaks have been effectively managed, and strict visitor protocols, including negative tests, have been implemented. The home promotes a person-centered approach, respecting residents' choices and independence. Effective communication with healthcare professionals ensures comprehensive care and medication management. Staff experience and ongoing development contribute to a high standard of care. Safeguarding issues are addressed through training. Plas Gwyn maintains a safe environment for vulnerable residents, with the support of their families and next of kin. Staff adhere to policies promoting equality and non-discrimination. The implementation of new safeguarding policies reinforces the commitment to resident safety.</p>

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

Plas Gwyn prioritises governance, staff training, and personalised care plans to create a secure and confidential environment for residents. The RI oversees effective arrangements, including up-to-date policies and procedures, staff training, and regular audits. Monthly audits address health and safety, infection control, medication administration, and environmental needs. Individualised care plans include comprehensive risk assessments and the implementation of preventive measures. Residents feel safe, with staff respecting their privacy, dignity, and confidentiality. Personal belongings, hobbies, and interests are encouraged to make residents feel at home. The goal is to achieve personal outcomes and well-being through a person-centered approach. Plas Gwyn strives to provide a safe, fulfilling, and personalized environment where residents can thrive.

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)	33
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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	1
	Infection, prevention & control	1
	Manual Handling	1
Safeguarding	1	
Medicine management	1	
Dementia	1	

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Drug/alcohol MUST Mental Capacity Act (MCA) Catheter Medicine Management Sub cut fluids SALT VOLE Traing the Tain Manual and Handling Infection Control COSHH Health and Safety Fire First Aid Awareness Dementia SOVA Falls Prevention Dignity in care Diversity and Equality Nutrition and Diet Dying, Death and Bereavement Challenging Behaviour Arthritis Diabetes Skin Care Epilepsy Food allergens Level 3 Food Safety Supervision
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?	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	1
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	1
Food Hygiene	1
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)	0
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 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	0

Other supervisory 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	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	1
Food Hygiene	1
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 social care worker	0
No. of staff working towards the required/recommended qualification	0

Nursing care 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	21
No. of posts vacant	3

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	3
Health & Safety	21
Equality, Diversity & Human Rights	12
Infection, prevention & control	21
Manual Handling	21
Safeguarding	21
Medicine management	0
Dementia	21
Positive Behaviour Management	21
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire First Aid Awareness Falls Prevention Dignity in care Challenging Behaviour Food allergens Tissue viability

Contractual Arrangements

No. of permanent staff	21
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)	17
No. of part-time staff (17-34 hours per week)	3
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.	7.45-8 / 2 off (weekend), 2 on, 3 off, 2 on (weekend), 2 off and 3 on.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

Registered nurses

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	10
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	2

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)	7
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.	2 nursing staff per shift. full-time 7.45-8 / 2 off (weekend), 2 on, 3 off, 2 on (weekend), 2 off and 3 on. part-time 7.45-2 to support charge nurse
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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
<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	7
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	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire First Aid Awareness Challenging Behaviour
Contractual Arrangements	
No. of permanent staff	4
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)	1
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
<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	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	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 Challenging Behaviour
<p>Contractual Arrangements</p>	
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
<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)	2
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	2
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No