

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: | Barchester Healthcare Homes Limited |
| The provider was registered on: | 01/03/2019 |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider |

The regulated services delivered by this provider were:

| Awel y Mbr Care Centre | |
|---------------------------|--|
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 01/03/2019 |
| Responsible Individual(s) | Michael O'Reilly |
| Manager(s) | Lynda Hamilton-Shaw |
| Maximum number of places | 58 |
| Service Conditions | There are no conditions associated to this service |
| Bryn Ivor Lodge | |
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 01/03/2019 |
| Responsible Individual(s) | Michael O'Reilly |
| Manager(s) | Isabela Andriuca |
| Maximum number of places | 80 |
| Service Conditions | There are no conditions associated to this service |
| Hafan y Coed Care Home | |
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 13/03/2019 |
| Responsible Individual(s) | Michael O'Reilly |
| Manager(s) | Sarah Morgan |
| Maximum number of places | 107 |
| Service Conditions | There are no conditions associated to this service |
| Llys y Tywysog Care Home | |
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 01/03/2019 |
| Responsible Individual(s) | Michael O'Reilly |
| Manager(s) | Michelle Bowen |
| Maximum number of places | 54 |
| Service Conditions | There are no conditions associated to this service |
| Ffas y Dderwen Care Home | |
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 25/03/2019 |
| Responsible Individual(s) | Michael O'Reilly |
| Manager(s) | Sharon Herbert |
| Maximum number of places | 69 |
| Service Conditions | There are no conditions associated to this service |

| | |
|--|--|
| 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 | Our induction programme covers and exceeds the AWIF. A matrix identifies all training required by individual role. Development is discussed at supervision/appraisal and Regional Training Managers and Regional Nurses identify training requirements based on resident needs delivered by our Regional Nurse team or external partners. We offer qualifications at Level 2-Level 7 in care and leadership, all nurses can access RCNi membership and our internal leadership programmes are endorsed by the CMI. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | Barchester utilises its own careers website, referral scheme and external job boards to attract new employees. Our recruitment team screens all applicants before sending to managers to review. Hiring managers use the recruitment toolkit to interview and assess suitability and if offered, new workers will undertake a thorough onboarding process prior to start and induction. All employees receive ongoing support, L&D opportunities and a variety of benefits to ensure retention of their skills. |

Service Profile

Service Details

| | |
|--|------------------------|
| Name of Service | Awel y Mor Care Centre |
| Telephone Number | 01792897346 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| 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? | 81 |
|--|----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 906.00 |
| The maximum weekly fee payable during the last financial year? | 2107.52 |

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? | Monthly Resident Meetings are in place which include support from our homes resident ambassadors, these are changed on a frequent basis and individuals are encouraged to share wishes and thoughts of all living at the home. As a home we also hold a Residents and Relative survey on an annual basis, both meetings inform our 'You said We did' initiative within the home and help to plan activities, menu planning and can influence other aspects of care and the running of the home. In order to gain people's views we also encourage individuals to share their thoughts on independent platforms such as carehome.co.uk which are then reviewed by the home management and shared with the team. As a home we also have a resident of the day experience, this is a special day where care plans are reviewed and residents and their families and friends are contacted and are consulted as part of day to day care practices at the home. |
|--|--|

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 58 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 58 |
| How many bathrooms have assisted bathing facilities? | 7 |
| 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 | <p>Awel y Mor has a large patio area accessible from the ground floor lounge and dining area. The patio area has a large seated gazebo and a range of other seating options. It also has a barbeque area for use in summer months and warmer weather.</p> <p>We also have a sensory garden accessible from the corridor leading to the physio gym. The sensory garden contains raised beds which residents can tend to whilst in their wheelchairs. The raised beds contain herbs and aromatic plants to stimulate the senses. It has a raised fish pond, pagoda seating area, water fountain and wind chimes.</p> <p>Awel y Mor has a path circling the whole building which residents are free to access. There is also a sheltered smoking area for those residents who smoke.</p> |
| Provide details of any other facilities to which the residents have access | <p>Awel y Mor offers two large lounge areas across the home as well as dedicated space for dining within the home, a café area has also been designed and is now available in the reception space which is accessible and used by all residents and their visitors. Within the home there is also an OT kitchen where household items such as sinks and ovens can be risen to allow for wheelchair access which enables residents to be included in day to day life at the home. A fully equipped gym is also available for use by all residents and as part of rehabilitation support is offered from the physio team at the home. An activities room is also available as well as a minibus for trips out and hospital appointments.</p> |

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 | Yes |
| List 'Other' forms of non-verbal communication used | Assistive technology, communication cards, white boards ((tablet-sized, wipe-clean slat for writing on - for use by residents and staff)) |

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 provide care and support to a range of residents in this service, and many opportunities for everyone to engage with us. We use residents and relatives meetings, Resident Ambassadors and an annual Tell Barchester survey of residents and relatives to seek their views. We also encourage people to use the carehome.co.uk website and Google reviews to provide feedback.

Our management team are available to speak to people and hear their views as they conduct walk rounds of the home. Every 3 months the RI visits the home personally and speaks to residents and relatives to hear first-hand their feedback about the service. Compliments, concerns and complaints are all captured on our Feedback system and we reply to all issues raised in a timely manner and identify learning to enable us to improve our service.

For those that lack capacity we work with their representatives to ensure all we do is in the resident's best interests. We also signpost people to advocacy services for further support in ensuring their voice is heard.

We act on the feedback we receive to ensure we improve the service for the people living there and their families and can demonstrate how the views of people have helped improve the home.

All residents' care and support is reviewed monthly to ensure this is meeting their needs and every 6 months they and their family or representatives, as appropriate, are involved in a more comprehensive review of their care. These reviews are carefully documented.

One of the questions our Tell Barchester survey asks is "How well do we involve you, listen and keep you informed about the running of the home". For our latest survey in Autumn 2022, we scored an average of 8.6 out of 10 compared to a company average of 8.3.

Our resident ambassadors within the home have their own designated comments book to share and discuss any area they wish. Due to the number of residents living at the home and the popularity of this post, it is rotated on a monthly basis so we can offer an opportunity to everyone who wishes to take this role and share views for all those living in the service.

We also have a resident discussion group, held weekly, which is an open conversation with the topic decided by the residents living at the home, allowing them to share their views not only with the home but also with each other.

We believe that people's voices are heard in this home and they have a say and choice in what happens about their care and how the home is run.

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.

We provide extensive care and support that focuses not only on clinical needs but we also help residents to live their best lives and to engage in activities that meet their social and wellbeing needs. We provide a comprehensive life enrichment programme that comprises of daily events based on what residents would like to do, and we have a minibus to take people out on trips.

Our Head Chef provides a varied menu of meals three times a day, alongside appealing snacks for residents to enjoy. Menus are devised in response to feedback from residents and their families and individual choices are respected and supported. For those that require a modified diet our Head Chef works to make sure these are appetizing.

We recognise the importance of social interactions at mealtimes for enabling residents to enjoy meals together, and meet with visiting family and friends. The home has a hairdresser that visits weekly and we also provide Namaste therapy sessions for people living with dementia.

The home works in line with the 'Welsh Active Offer', with staff that can speak Welsh, as well as dual language signage around the home and other features to provide residents and their families with options for using the Welsh language and to stay in touch with their Welsh roots.

This home has a gym that provides a comprehensive OT programme with dedicated occupational therapy staff and up to date equipment to help rehabilitate residents to develop and improve their mobility.

Our annual Tell Barchester survey asks "How well do we help you to see your doctor or another healthcare professional, when needed". The response for this was positive and again we scored 9.2 which was higher than the company average at 8.7. The survey is also broken down into themed questions and an overall score is given in each specific area; two of the key themed areas are care and wellness. These scored 9.3 and 8.8 compared to a company average of 9.0 and 8.2 respectively.

The home has a large lounge that has recently been refurbished which residents enjoy using to watch their favourite TV programmes, as well as a 'Cwtch' area for quiet time.

The positive feedback and no complaints received over the past year, tell us that people enjoy living here and that their families or representatives are happy with care being provided to their loved ones.

We believe people living at this home are happy and supported to maintain their ongoing health, development and overall wellbeing.

The extent to which people feel safe and protected from abuse and neglect.

We take the safety of our residents very seriously and do not tolerate abuse of people living in our service, so we ensure our staff are trained to deliver good quality, safe care to them. All of our staff attend Safeguarding training during induction when they join the home, and this is refreshed annually so they know how to identify and report any actual or suspected abuse of residents.

We also operate 'Speak Up', our company whistleblowing programme, and encourage staff to engage with this by providing them with a confidential helpline, if they feel unable to raise concerns with the General Manager.

We have a company Safeguarding lead (trained to Level 5) who is sighted on all reported safeguarding incidents and these are reviewed weekly. These are also reported on to the Board for their oversight.

When incidents of abuse are alleged or identified, we act quickly to notify the local Safeguarding Team and Care Inspectorate Wales and ensure these are investigated internally to understand what has taken place. We then take any necessary action with staff, and within the home, in response to this. We always cooperate fully with the local Safeguarding Team when they are involved. We also look to learn from these incidents to prevent any re-occurrence.

We also encourage residents and their families or representatives to raise any concerns they have verbally or through our formal complaints process to enable us to take action to address them accordingly.

Our Tell Barchester survey looks at how safe people feel within the home, and, on review of the results nearly all of the residents who completed the survey, awarded the highest score of ten, however we scored an average of 9.2 compared to a company average of 8.7 with the lowest score being 8.

We believe that people feel safe and protected from abuse or neglect in this home.

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

This service is a purpose built care home, with a good layout and communal areas for residents to enjoy and is maintained to a high standard by the dedicated maintenance and housekeeping teams. All residents have a room with ensuite facilities to provide them with privacy and dignity, and we encourage all our residents to treat this as their home and to decorate their room with their personal belongings.

Routinely, the dedicated maintenance team complete property, environmental and equipment checks in line with set schedules to ensure the home is kept safe for residents and staff. They also conduct any necessary repair work and redecorate the home on a regular basis. Health and safety meetings are held in the home throughout the year, following the corporate health and safety meetings. Visits are made to the home by our Divisional Health and Safety Manager.

The dedicated housekeeping team are focused on ensuring that at the home is kept clean, tidy and free from infections and they clean the home daily to maintain high standards. Housekeeping audits are conducted monthly and reviewed by the General Manager.

The home has had a significant financial investment within the last 12 months and a full refurbishment of the home was completed in late 2022. This included all communal areas and communal bathrooms, as well as a remodelled reception area with café and a new dining room and lounge with beautiful furnishings and the development of two new bedrooms which are now registered with CIW. The refurbishment has received lots of positive feedback and this has had a positive impact on the residents that are living there. Some of the other features we now offer are a new lifestyle kitchen, with adaptable accessories such as sink and oven which can be raised, as well as a purpose built hair salon to meet the needs of our residents living at Awely Mor.

The home also provides lovely outdoor space for people to enjoy when the weather allows and we seek feedback from residents and their families about how we can continue to develop this.

As previously stated, this home has a designated gym staffed with physiotherapists and occupational therapists and is fully equipped to support people to gain or regain their mobility.

We believe the people living in this home have a lovely place to live, that supports their wellbeing and enables them to be supported to achieve their personal 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) | 87.98 |
|--|-------|

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 | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | COSHH Customer Care Fire Safety Legionella Awareness |

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 | 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. | Basic Life Support (CPR) COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety Introduction to GDPR / GDPR Advanced |

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 |

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 | 18 |
| 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 | 17 |
| Equality, Diversity & Human Rights | 17 |
| Infection, prevention & control | 17 |
| Manual Handling | 15 |
| Safeguarding | 16 |
| Medicine management | 17 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | <p>Basic Life Support (CPR) 18 COSHH 18 Customer Care 17 Dysphagia and Choking 5 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 7 Fire Safety 18 Food Allergens 3 Footsteps (Falls Management) 1 Information Security 1 Introduction to GDPR / GDPR Advanced 16 MISKIN (tissue Viability) 1 Palliative Care: A Whole Team Approach 3 Safe use of Bedrails 3</p> |
| Contractual Arrangements | |
| No. of permanent staff | 17 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 13 |
| No. of part-time staff (17-34 hours per week) | 4 |

| | |
|---|--|
| No. of part-time staff (16 hours or under per week) | 0 |
| <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. | Morning 0745 - 1430 4 to 6 staff Afternoon 1430 - 2100 4 staff Night 2045 - 0800 2 staff |
| 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 25 |
| 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 | 3 |
| Health & Safety | 27 |
| Equality, Diversity & Human Rights | 27 |
| Infection, prevention & control | 27 |
| Manual Handling | 27 |
| Safeguarding | 24 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 7 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 9 COSHH 27 Customer Care 18 Dysphagia and Choking 8 Energy Matters 3 Fire Marshal Training inc Fire Extinguishers 6 Fire Safety 26 Food Allergens 10 Footsteps (Falls Management) 3 Information Security 2 Introduction to GDPR / GDPR Advanced 11 MISKIN (tissue Viability) 2 Palliative Care: A Whole Team Approach 3 Safe use of Bedrails 3 |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 23 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 2 |
| 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) | 11 |
| No. of part-time staff (17-34 hours per week) | 10 |
| No. of part-time staff (16 hours or under per week) | 2 |

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. | Morning 0800 - 1430 6 staff Afternoon 1430 - 2100 4 staff Night shift: 2100 - 0800 2 staff |
|---|--|

Staff Qualifications

| | |
|--|----|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 25 |
| 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 | 32 |
| No. of posts vacant | 2 |

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 | 8 |
| Health & Safety | 27 |
| Equality, Diversity & Human Rights | 28 |
| Infection, prevention & control | 27 |
| Manual Handling | 23 |
| Safeguarding | 20 |
| Medicine management | 0 |
| Dementia | 10 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 14 |

| | |
|---|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 7 COSHH 28 Customer Care 23 Dysphagia and Choking 21 Energy Matters 10 Fire Marshal Training inc Fire Extinguishers 5 Fire Safety 28 Food Allergens 14 Footsteps (Falls Management) 10 Information Security 11 Introduction to GDPR / GDPR Advanced 20 MISKIN (tissue Viability) 11 Palliative Care: A Whole Team Approach 7 Safe use of Bedrails 10 |
| Contractual Arrangements | |
| No. of permanent staff | 30 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 2 |
| 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) | 12 |
| No. of part-time staff (17-34 hours per week) | 14 |
| No. of part-time staff (16 hours or under per week) | 4 |
| 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. | Morning 0800 - 1430 10 staff Afternoon 1430 - 2100 8 staff Night 2100 - 0800 3 staff |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 28 |
| No. of staff working towards the required/recommended qualification | 4 |
| Domestic 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 | 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 | 1 |

| | |
|--|--|
| Health & Safety | 8 |
| Equality, Diversity & Human Rights | 8 |
| Infection, prevention & control | 8 |
| Manual Handling | 9 |
| Safeguarding | 6 |
| 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. | Basic Life Support (CPR) 1 COSHH 8 Customer Care 7 Dysphagia and Choking 4 Energy Matters 1 Fire Marshal Training inc Fire Extinguishers 1 Fire Safety 8 Food Allergens 1 Information Security 2 Introduction to GDPR / GDPR Advanced 6 Palliative Care: A Whole Team Approach 2 |
| Contractual Arrangements | |
| No. of permanent staff | 9 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 6 |
| No. of part-time staff (16 hours or under per week) | 3 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 2 |
| 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 | 6 |
| 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 | 6 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 5 |
| 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. | Basic Life Support (CPR) 1 COSHH 6 Customer Care 5 Dysphagia and Choking 3 Fire Safety 7 Information Security 1 Introduction to GDPR / GDPR Advanced 1 |
| Contractual Arrangements | |
| No. of permanent staff | 6 |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 4 |
| 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. | Activities Coordinator, Administrator, Administrative Assistant, Physiotherapist, Head of Maintenance, Therapy Assistant, Maintenance Assistant |
| Filled and vacant posts | |
| No. of staff in post | 14 |
| 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 | 14 |

| | |
|---|--|
| Equality, Diversity & Human Rights | 14 |
| Infection, prevention & control | 14 |
| Manual Handling | 14 |
| Safeguarding | 14 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Asbestos 2 Basic Life Support (CPR) 2 COSHH 14 Customer Care 13 Dysphagia and Choking 7 Electrical Awareness 1 Fire Marshal Training inc Fire Extinguishers 9 Fire Safety 14 Introduction to GDPR / GDPR Advanced 11 Palliative Care: A Whole Team Approach 1 |
| Contractual Arrangements | |
| No. of permanent staff | 12 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 2 |
| 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) | 6 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 0 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Bryn Ivor Lodge |
| Telephone Number | 01633681759 |
| What is/are the main language(s) through which your service is provided? | English Medium with some bilingual 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? | 143 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 717.44 |
| The maximum weekly fee payable during the last financial year? | 1891.68 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 4 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 1 |
| Number of complaints not upheld | 3 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | <p>There are many ways in which we consult with our residents that use the service including what is known as a Tell Barchester survey. This is an annual survey for residents and relatives and views and opinions are shared and reports are published as a result. We also host monthly residents meetings and bi monthly relatives meetings. This is an opportunity to discuss all things which are happening at the home including menu planning, property improvements and activities which are upcoming - during these meetings suggestions are welcomed. Monthly resident of the day reviews as well as a 6 monthly care review is also undertaken, these include the resident and/or their NOK and all elements of care and any concerns and compliments are discussed. As a home we also complete daily GM walk arounds, this offers a chance to speak with residents and obtain feedback, any comments are captured on the walk around form and if action is needed this is then shared with the relevant team members.</p> |

Service Environment

| | |
|---|--|
| How many bedrooms at the service are single rooms? | 80 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 80 |
| How many bathrooms have assisted bathing facilities? | 4 |
| How many communal lounges at the service? | 4 |
| How many dining rooms at the service? | 4 |
| Provide details of any outside space to which the residents have access | <p>Bryn Ivor Lodge Care Home is situated on land that was previously a garden centre. We have large outside grounds, with beautiful large trees. Both residential communities downstairs have patio doors from all communal areas and individual bedrooms leading to the garden via a patio area. The gardens are all secure and flow around the home. We have raised flower beds, a greenhouse, patio areas with tables and chairs so residents can have meals and drinks outside. There are lawned areas as well. The two nursing communities upstairs both have outside balcony areas so the residents can enjoy spending time outside eating dinner or enjoying a drink. All residents can access the gardens easily from upstairs and downstairs.</p> |

| | |
|--|---|
| Provide details of any other facilities to which the residents have access | There are several beautiful spaces for residents to spend their time, either quietly alone or socialising with others. There are a variety of individually designed spaces including dining rooms where the residents can dine in calm, relaxed surroundings, the ground floor dining room has garden access while the dining room on the 1st floor includes a balcony where the residents can enjoy a pre-dinner drink with family or friends. 4 lounges in total are thoughtfully designed with a variety of chair styles to suit everyone's requirements, TV areas and quieter reading spaces. A beautiful Bistro area on the 1st floor where the residents can enjoy delicious biscuits, cakes and refreshments, spend time with other residents or entertain visitors to the home. The 1st floor includes a hairdressing salon for the resident's beauty needs. We also offer a separate cinema room on the ground floor with a large television and surround sound. |
|--|---|

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 | Yes |
| List 'Other' forms of non-verbal communication used | Picture cards, body language, gestures, facial expressions, eye contact, touch |

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 provide care and support to a range of residents in this service, and we offer many opportunities for them and their families to engage with. We use residents and relatives meetings, Resident Ambassadors and an annual Tell Barchester survey of residents and their relatives to seek and obtain their views. We also encourage them to use the carehome.co.uk website and Google reviews to provide feedback.

Our management team are available each day to speak to people and hear their views as they conduct walk rounds of the home. Every 3 months the Responsible Individual visits the home personally and always speaks to residents and their relatives to hear first-hand their feedback about the service. Compliments, concerns and complaints are all captured on our Feedback system and we make sure we reply to all issues raised in a timely manner and identify learning to enable us to improve our service.

For those that lack capacity we work with their representatives to ensure all we do is in the resident's best interests. We also signpost people to advocacy services for further support in ensuring their voice is heard.

We act on the feedback we receive to ensure that we improve the service for the people living there and their families and can demonstrate how the views of people have helped improve the home.

All residents' care and support is reviewed monthly to ensure this is meeting their needs and every 6 months they and their family or representatives, as appropriate, are involved in a more comprehensive review of their care. These reviews are carefully documented.

One of the questions our Tell Barchester survey asks is "How well do we involve you, listen and keep you informed about the running of the home". For our latest survey in Autumn 2022, we scored an average of 9.6 out of 10 compared to a company average of 8.3.

Bryn Ivor Lodge has a resident ambassador who is very passionate about their role. She has lived at the home for a number of years and has been very active in terms of sharing views and suggestions at the monthly residents meetings and also helped plan the activities agenda within the home.

We believe that people's voices are heard in this home and they have a say and choice in what happens about their care and how the home is run.

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.

We provide extensive care and support that focuses not only on clinical needs but we also help residents to live their best lives and to engage in activities that meet their social and wellbeing needs. We provide a comprehensive life enrichment programme that comprises of an extensive and varied range of daily activities within the home involving the wider care home team based on what residents would like to do, and we have a minibus to take people out on trips.

Our Head Chef provides a varied menu of meals three times a day, alongside appealing snacks for residents to enjoy. Menus are devised in response to feedback from residents and their families and individual choices are respected and supported. For those that require a modified diet our Head Chef works to make sure these are appetizing. Our Head Chef has also been enrolled onto a company Chef Academy, which provides additional training in all areas of hospitality and cookery skills including fish, meat and pastry dishes, in line with resident likes and dislikes.

We recognise the importance of social interactions at mealtimes in our lovely dining rooms for enabling residents to enjoy meals together, and meet with visiting family and friends. The home has a hairdresser that visits each week and we also provide Namaste therapy sessions for people living with dementia.

The home works in line with the 'Welsh Active Offer', with dual language signage around the home and other features to provide residents and their families with options for using the Welsh language and to stay in touch with their Welsh roots.

Our Tell Barchester survey asks "How well do we help you to see your doctor or another healthcare professional, when needed". The response for this was positive and we scored 10 out of 10 which was higher than the company average at 8.7. The Tell Barchester survey is also broken down into themed questions and an overall score is given in each specific area; two of the key themed areas are care and wellness. These scored 9.2 compared to a company average of 9.0 and scored the company average of 8.2 for wellness led questions.

The positive and few complaints received over the past year for this service, tell us that people enjoy living here and that their families or representatives are happy with care being provided to their loved ones.

We believe people living at this home are happy and supported to maintain their ongoing health, development and overall wellbeing.

| | |
|--|---|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>We take the safety of our residents very seriously and do not tolerate abuse of people living in our services, so we ensure our staff are trained to deliver good quality, safe care to them. All of our staff attend Safeguarding training during induction when they join the home and this is refreshed annually so they know how to identify and report any actual or suspected abuse of residents.</p> <p>We also operate 'Speak Up', our company whistleblowing programme, and encourage staff to engage with this by providing them with a confidential helpline, if they feel unable to raise concerns with the General Manager.</p> <p>We have a company Safeguarding lead (trained to Level 5) who is sighted on all reported safeguarding incidents and these are reviewed weekly. These are also reported on to the Board for their oversight.</p> <p>When incidents of abuse are alleged or identified, we act quickly to notify the local Safeguarding Team and Care Inspectorate Wales and ensure these are investigated internally to understand what has taken place. We then take any necessary action with staff, and within the home, in response to this. We always cooperate fully with the local Safeguarding Team when they are involved. We also look to learn from these incidents to prevent any re-occurrence.</p> <p>We also encourage residents and their families or representatives to raise any concerns they have verbally or through our formal complaints process to enable us to take action to address them accordingly.</p> <p>Our Tell Barchester survey looks at how safe people feel within the home, and, upon review of the results all of the residents who completed the survey awarded the highest score of ten out of ten.</p> <p>We believe that people feel safe and protected from abuse or neglect in this home.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Bryn Ivor Lodge is a purpose built care home and opened in 2015. It offers a beautiful homely, safe and comfortable environment for people to live in. We have very spacious communal areas with cosy lounges and separate dining rooms for people to socialise with other residents and their visiting friends and families. The home offers excellent facilities including a café and a cinema room which can be used for meetings and other events which are hosted in the home.</p> <p>The home is maintained to a high standard by the dedicated maintenance and housekeeping teams. All residents have a room with ensuite facilities to provide them with privacy and dignity, and we encourage all our residents to treat this as their home and to decorate their room with their personal belongings.</p> <p>Routinely, the dedicated maintenance team complete property, environmental and equipment checks in line with set schedules to ensure the home is kept safe for residents and staff. They also conduct any necessary repair work and redecorate the home on a regular basis. Health and safety meetings are held in the home throughout the year, following the corporate health and safety meetings. Visits are made to the home by our Divisional Health and Safety Manager.</p> <p>The dedicated housekeeping team, are focused on ensuring that the home is kept clean, tidy and free from infections at all times and they clean the home daily to maintain high standards. Housekeeping audits are conducted monthly and reviewed by the General Manager.</p> <p>The home also provides lovely outdoor space for people to enjoy, when the weather allows, and we seek feedback from residents and their families about how we can continue to develop this. Over the past year, the home has employed a new gardener to develop the outside areas at the home to enable residents to enjoy this space.</p> <p>We believe the people living in this home have a lovely place to live, that supports their wellbeing and enables them to be supported to achieve their personal outcomes.</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) | 83.47 |
|--|-------|

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 | 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 | 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. | Basic Life Support (CPR) COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety | |
| 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 | 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. | Basic Life Support (CPR) COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety Introduction to GDPR / GDPR Advanced |
| 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 |
| 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 |
| 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 | 2 |
| 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 | 9 |
| Equality, Diversity & Human Rights | 9 |
| Infection, prevention & control | 9 |
| Manual Handling | 9 |
| Safeguarding | 9 |
| Medicine management | 8 |
| Dementia | 4 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 4 |

| | |
|--|---|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 12 COSHH 9 Customer Care 10 Dysphagia and Choking 5 Energy Matters 4 Fire Marshal Training inc Fire Extinguishers 5 Fire Safety 9 Food Allergens 5 Footsteps (Falls Management) 4 Information Security 4 Introduction to GDPR / GDPR Advanced 6 MISKIN (tissue Viability) 4 Palliative Care: A Whole Team Approach 3 Safe use of Bedrails 3 |
| <div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div> | |
| No. of permanent staff | 6 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 3 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| <div style="border: 1px solid green; padding: 2px;">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) | 4 |
| No. of part-time staff (16 hours or under per week) | 1 |
| <div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div> | |
| 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. | Day 7.45am - 8pm 2 nurses Night 7.45pm - 8am 1 nurse |
| Senior social care workers providing direct care | |
| Does your service structure include roles of this type? | Yes |
| <div style="border: 1px solid green; padding: 2px;">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 style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div> | |
| No. of staff in post | 12 |
| No. of posts vacant | 2 |
| <div style="border: 1px solid green; padding: 2px;"> <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 to this role which is not outlined above'.</p> </div> | |
| Induction | 4 |
| Health & Safety | 11 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 11 |
| Manual Handling | 13 |
| Safeguarding | 11 |
| Medicine management | 8 |

| | |
|--|--|
| Dementia | 4 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 8 COSHH 11 Customer Care 12 Dysphagia and Choking 9 Energy Matters 3 Fire Marshal Training inc Fire Extinguishers 3 Fire Safety 11 Food Allergens 5 Footsteps (Falls Management) 4 Information Security 4 Introduction to GDPR / GDPR Advanced 7 MISKIN (tissue Viability) 4 Palliative Care: A Whole Team Approach 8 Safe use of Bedrails 4 |
| Contractual Arrangements | |
| No. of permanent staff | 12 |
| 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) | 5 |
| 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. | Day 8am - 8pm 4 seniors Night 8pm - 8am 2 seniors |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 12 |
| 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 | 49 |
| 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 | 21 |
| Health & Safety | 52 |
| Equality, Diversity & Human Rights | 53 |
| Infection, prevention & control | 53 |
| Manual Handling | 49 |
| Safeguarding | 49 |
| Medicine management | 0 |
| Dementia | 26 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 28 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 6 COSHH 56 Customer Care 60 Dysphagia and Choking 30 Energy Matters 22 Fire Marshal Training inc Fire Extinguishers 13 Fire Safety 56 Food Allergens 30 Footsteps (Falls Management) 24 Information Security 26 Introduction to GDPR / GDPR Advanced 28 MISKIN (tissue Viability) 24 Palliative Care: A Whole Team Approach 38 Safe use of Bedrails 22 |

Contractual Arrangements

| | |
|---|----|
| No. of permanent staff | 41 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 8 |
| 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) | 18 |
| No. of part-time staff (17-34 hours per week) | 12 |
| No. of part-time staff (16 hours or under per week) | 11 |

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. | Day 8am - 8pm 11 carers Night 8pm - 8am 5 carers |
|---|---|

Staff Qualifications

| | |
|--|----|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 30 |
| No. of staff working towards the required/recommended qualification | 19 |

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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 6 |
| 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 | 0 |
| Health & Safety | 7 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 7 |
| Manual Handling | 8 |
| Safeguarding | 6 |
| Medicine management | 0 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | COSHH 7 Customer Care 7 Dysphagia and Choking 5 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 1 Fire Safety 7 Food Allergens 2 Information Security 1 Introduction to GDPR / GDPR Advanced 1 Palliative Care: A Whole Team Approach 5 |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 6 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 2 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification | 0 |
| No. of staff working toward required/recommended qualification | 0 |
| <p>Catering 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 | 7 |
| No. of posts vacant | 2 |
| <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 | 11 |
| Equality, Diversity & Human Rights | 7 |
| Infection, prevention & control | 9 |
| Manual Handling | 8 |
| Safeguarding | 7 |
| Medicine management | 0 |
| Dementia | 6 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 6 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | COSHH 10 Customer Care 10 Dysphagia and Choking 8 Energy Matters 3 Fire Marshal Training inc Fire Extinguishers 1 Fire Safety 12 Food Allergens 8 Footsteps (Falls Management) 1 Information Security 6 Introduction to GDPR / GDPR Advanced 5 MISKIN (tissue Viability) 1 Palliative Care: A Whole Team Approach 9 Safe use of Bedrails 1 |
| <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 | 2 |
| 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) | 4 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 1 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification | 2 |
| 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. | Activities Coordinator, Administrative Assistant, Administrator, Gardener, Head of Maintenance, Home Administrator, Maintenance Assistant |
| Filled and vacant posts | |
| No. of staff in post | 8 |
| 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 | 2 |
| Health & Safety | 9 |
| Equality, Diversity & Human Rights | 9 |
| Infection, prevention & control | 9 |
| Manual Handling | 9 |
| Safeguarding | 9 |
| Medicine management | 1 |
| Dementia | 3 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Asbestos 1 Basic Life Support (CPR) 4 COSHH 9 Customer Care 9 Dysphagia and Choking 5 Electrical Awareness 1 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 7 Fire Safety 10 Food Allergens 2 Information Security 3 Introduction to GDPR / GDPR Advanced 6 Legionella Awareness 1 Palliative Care: A Whole Team Approach 6 Safe use of Bedrails 1 Safe use of Power Tools 1 Working at Heights 1 |
| Contractual Arrangements | |
| No. of permanent staff | 6 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 1 |
| No. of Agency/Bank staff | 1 |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 3 |
| 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 |

Service Profile

Service Details

| | |
|--|------------------------|
| Name of Service | Hafan y Coed Care Home |
| Telephone Number | 01554777775 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| 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? | 170 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 700.00 |
| The maximum weekly fee payable during the last financial year? | 1533.00 |

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? | Hafan y Coed try and put the residents at the heart of everything they do and have many ways in which people are consulted. Residents and Relatives meetings are held on a regular basis where suggestions are encouraged. Management also have an open door policy and offer weekly drop in clinics every Friday where people can share their views and discuss any element of care or life at the home with the General or Deputy Manager. As well as this a Tell Barchester satisfaction survey is offered, this is completed on an annual basis and all feedback is shared and reports published. Any actions identified through these systems are captured in different ways and actions are shared via printed minutes or by a 'You said We did' poster which is displayed in the home. Individuals are also encouraged to complete carehome.co.uk reviews to share their thoughts and views with others as well as home management. |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 101 |
| How many bedrooms at the service are shared rooms? | 3 |
| How many of the bedrooms have en-suite facilities? | 101 |
| How many bathrooms have assisted bathing facilities? | 10 |
| How many communal lounges at the service? | 3 |
| How many dining rooms at the service? | 3 |
| Provide details of any outside space to which the residents have access | Hafan y Coed has a large outside area with direct access from the rear of the building from our general nursing community. It has raised flower/plant beds for access for people in wheelchairs, it has a large paved patio area for easy access and an area for those wishing to relax on the grass. This area has a range of seating and tables as well as a small smoking area for residents. This area is secure. We also have two outside areas with direct access from one of our Memory Lane communities, one of which is accessible at all times via both the dining area and rear corridor. This area is in the centre of the community and is visible from all areas of the community. The outside area has a number of raised beds, a paved patio area and tables and chairs for people to use at their leisure. The second outside area is accessible with support and is a grassed area with seating. Both areas are secure. |
| Provide details of any other facilities to which the residents have access | Hafan y Coed is spread across four communities and offers communal living space across the home for all residents, 3 large lounge areas are accessible and as a home separate dining areas are also available where loved ones can join them for private dining. At the heart of the home on entry there is also a large reception area which offers a bistro cafe area, this is accessible to residents and their families with or without support. As well as this there is access to 2 sensory rooms within the home, a hairdressing salon, and a minibus for outings. |

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.

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 provide care and support to a range of residents in this service, and we offer many opportunities for them and their families to engage with us and we can evidence this. We use resident s and relatives meetings, Resident Ambassadors and an annual Tell Barchester survey of residents and their relatives to seek and obtain their views. We also encourage them to use the carehome.co.uk website and Google reviews to provide feedback.

Our management team are available each day to speak to people and hear their views as they conduct walk rounds of the home. Every 3 months the Responsible Individual visits the home personally and always speaks to residents and their relatives to hear first-hand their feedback about the service. Compliments, concerns and complaints are all captured on our Feedback system and we make sure we reply to all issues raised in a timely manner and identify learning to enable us to improve our service.

For those that lack capacity we work with their representatives to ensure all we do is in the resident's best interests. We also signpost people to advocacy services for further support in ensuring their voice is heard.

We act on the feedback we receive to ensure that we improve the service for the people living there and their families and can demonstrate how the views of people have helped improve the home.

All residents' care and support is reviewed monthly to ensure this is meeting their needs and every 6 months they and their family or representatives, as appropriate, are involved in a more comprehensive review of their care. These reviews are carefully documented.

This home receives a very significant amount of positive feedback as evidenced on Carehome.co.uk which demonstrates that people are able to have a voice and use this to provide us with their feedback.

Our Tell Barchester survey helps us to understand how well we are supporting people to share their likes and wishes to ensure that their voices are heard and one of the questions asked is "How well do we involve you, listen and keep you informed about the running of the home". For our latest survey in Autumn 2022, we scored an average of 9.8 out of 10 compared to a company average of 8.3.

We believe that people's voices are heard in this home and they have a say and choice in what happens about their care and how the home is run.

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.

We provide extensive care and support that focuses not only on clinical needs but we also help residents to live their best lives and to engage in activities that meet their social and wellbeing needs. We provide a comprehensive life enrichment programme that comprises of daily events within the home based on what residents would like to do, and we have a minibus to take people out on trips.

Our Head Chef provides a varied menu of meals three times a day, alongside appealing snacks for residents to enjoy. Menus are devised in response to feedback from residents and their families and individual choices are respected and supported. For those that require a modified diet our Head Chef works to make sure these are appetizing.

We recognise the importance of social interactions at mealtimes in our lovely dining rooms for enabling residents to enjoy meals together, and meet with visiting family and friends. The home has a hairdresser that visits each week and we also provide Namaste therapy sessions for people living with dementia.

The home works in line with the 'Welsh Active Offer', with staff that can speak Welsh as well as dual language signage around the home and other features to provide residents and their families with options for using the Welsh language and to stay in touch with their Welsh roots.

In addition to the above, this home has a committed activity team who provide an extensive programme of activities each week which includes trips out to local venues, which residents tell us they enjoy. The home is vibrant with the sound of people engaged in activities each day.

Our Tell Barchester survey asks "How well do we help you to see your doctor or another healthcare professional, when needed". The response for this was positive and we scored 9.6 which was higher than the company average at 8.7. The survey is also broken down into themed questions and an overall score is given in each specific area; two of the key themed areas are care and wellness. These scored 9.7 compared to a company average of 9.0 and 9.4 compared to a company average of 8.2 respectively.

The positive feedback and few complaints received over the past year for this service tell us that people enjoy living here and that their families or representatives are happy with care being provided to their loved ones.

We believe people living at this home are happy and supported to maintain their ongoing health, development and overall wellbeing.

| | |
|--|---|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>We take the safety of our residents very seriously and do not tolerate abuse of people living in our services, so we ensure our staff are trained to deliver good quality, safe care to them. All of our staff attend Safeguarding training during induction when they join the home and this is refreshed annually so they know how to identify and report any actual or suspected abuse of residents.</p> <p>We also operate 'Speak Up', our company whistleblowing programme, and encourage staff to engage with this by providing them with a confidential helpline, if they feel unable to raise concerns with the General Manager.</p> <p>We have a company Safeguarding lead (trained to Level 5) who is sighted on all reported safeguarding incidents and these are reviewed weekly. These are also reported on to the Board for their oversight.</p> <p>When incidents of abuse are alleged or identified, we act quickly to notify the local Safeguarding Team and Care Inspectorate Wales and ensure these are investigated internally to understand what has taken place. We then take any necessary action with staff, and within the home, in response to this. We always cooperate fully with the local Safeguarding Team when they are involved. We also look to learn from these incidents to prevent any re-occurrence.</p> <p>We also encourage residents and their families or representatives to raise any concerns they have verbally or through our formal complaints process to enable us to take action to address them accordingly.</p> <p>Our Tell Barchester survey looks at how safe people feel within the home, and upon review of the results all of the residents who completed the survey awarded the highest score of ten out of ten.</p> <p>We believe that people feel safe and protected from abuse or neglect in this home.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>This service is a purpose built care home, with a good layout and communal areas for residents to enjoy and is maintained to a high standard by the management team that includes dedicated maintenance and housekeeping teams. Almost all residents have a room with ensuite facilities to provide them with privacy and dignity, and we encourage all our residents to treat this as their home and to decorate their room with their personal belongings.</p> <p>Routinely, the dedicated maintenance team complete property, environmental and equipment checks in line with set schedules to ensure the home is kept safe for residents and staff. They also conduct any necessary repair work and redecorate the home on a regular basis. Health and safety meetings are held in the home throughout the year, following the corporate health and safety meetings. Visits are made to the home by our Divisional Health and Safety Manager.</p> <p>The dedicated housekeeping team, are focused on ensuring that at the home is kept clean, tidy and free from infections at all times and they clean the home daily to maintain high standards. Housekeeping audits are conducted monthly and reviewed by the General Manager.</p> <p>When required, we make significant financial investment to enhance the home environment, to ensure the service provides a beautiful, homely, safe and comfortable place for people to live. We have good communal facilities including cosy lounges and dining rooms for people to socialise with other residents and their visiting friends and family.</p> <p>The home also provides lovely outdoor space for people to enjoy when the weather allows and we seek feedback from residents and their families about how we can continue to develop this.</p> <p>The management team have continued to develop the home environment over the past year to provide inviting and comfortable communal areas. This home has a 'Cwtch' area and a sensory room to provide quiet spaces in which to relax which are providing great benefit to the residents.</p> <p>We believe the people living in this home have a lovely place to live, that supports their wellbeing and enables them to be supported to achieve their personal outcomes.</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) | 104.20 |
|--|--------|

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 | 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 | 1 |
| | Infection, prevention & control | 1 |
| | Manual Handling | 1 |
| | Safeguarding | 1 |
| | 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. | <p>Asbestos Basic Life Support (CPR) COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety Food Allergens Introduction to GDPR / GDPR Advanced Legionella Awareness</p> | |

| 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 | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| 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. | COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety Footsteps (Falls Management) Information Security Introduction to GDPR / GDPR Advanced MISKIN (tissue Viability) Palliative Care: A Whole Team Approach Safe use of Bedrails |
| 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? | 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 | 21 |
| 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 | 5 |
| Health & Safety | 18 |
| Equality, Diversity & Human Rights | 21 |
| Infection, prevention & control | 19 |
| Manual Handling | 16 |
| Safeguarding | 16 |
| Medicine management | 16 |
| Dementia | 3 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 7 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 17 COSHH 17 Customer Care 18 Dysphagia and Choking 7 Energy Matters 4 Fire Marshal Training inc Fire Extinguishers 4 Fire Safety 17 Food Allergens 11 Footsteps (Falls Management) 5 Information Security 6 Introduction to GDPR / GDPR Advanced 10 MISKIN (tissue Viability) 5 Palliative Care: A Whole Team Approach 5 Safe use of Bedrails 5 |
| Contractual Arrangements | |
| No. of permanent staff | 19 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 2 |
| 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) | 9 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 6 |
| 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. | Day shift 730am - 1930pm - Morning 730am - 1330pm 5 nurses - Afternoon 1330pm - 1930pm 3 nurses Night shift 1930pm - 730am 3 nurses |
| 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 | 7 |
| 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 | 6 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 6 |
| Medicine management | 1 |
| Dementia | 3 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 5 COSHH 6 Customer Care 6 Dysphagia and Choking 5 Energy Matters 3 Fire Marshal Training inc Fire Extinguishers 3 Fire Safety 6 Food Allergens 5 Footsteps (Falls Management) 3 Information Security 3 Introduction to GDPR / GDPR Advanced 6 MISKIN (tissue Viability) 3 Palliative Care: A Whole Team Approach 4 Safe use of Bedrails 3 |

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 7 |
| 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) | 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. | Day 730am - 1930pm minimum of 3 senior care staff across the home on a daily basis Night 1930pm - 0730am minimum of 1 senior carer |
|---|---|

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 | 2 |

Other 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 69 |
| 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 | 20 |
| Health & Safety | 68 |
| Equality, Diversity & Human Rights | 68 |
| Infection, prevention & control | 65 |
| Manual Handling | 66 |
| Safeguarding | 67 |
| Medicine management | 4 |
| Dementia | 17 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 29 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | <p>Basic Life Support (CPR) 14 COSHH 67 Customer Care 67 Dysphagia and Choking 34 Energy Matters 21 Fire Marshal Training inc Fire Extinguishers 7 Fire Safety 66 Food Allergens 39 Footsteps (Falls Management) 21 Information Security 23 Introduction to GDPR / GDPR Advanced 46 MISKIN (tissue Viability) 21 Palliative Care: A Whole Team Approach 30 Safe use of Bedrails 22</p> |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 55 |
| 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 | 14 |
| <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) | 36 |
| No. of part-time staff (17-34 hours per week) | 19 |
| No. of part-time staff (16 hours or under per week) | 0 |
| <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. | Day shift 730am - 1930pm - Morning 730am - 1330pm 16 carers - Afternoon 1330pm -1930pm 14 carers Night shift 1930pm - 0730am 7 carers |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 60 |
| No. of staff working towards the required/recommended qualification | 9 |
| Domestic 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 | 12 |
| 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 | 12 |
| Equality, Diversity & Human Rights | 12 |
| Infection, prevention & control | 12 |
| Manual Handling | 12 |
| Safeguarding | 12 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 2 COSHH 11 Customer Care 12 Dysphagia and Choking 3 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 3 Fire Safety 12 Food Allergens 2 Footsteps (Falls Management) 2 Information Security 3 Introduction to GDPR / GDPR Advanced 5 MISKIN (tissue Viability) 2 Palliative Care: A Whole Team Approach 6 Safe use of Bedrails 3 |
| Contractual Arrangements | |
| No. of permanent staff | 12 |
| 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) | 5 |
| No. of part-time staff (17-34 hours per week) | 7 |
| 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 | 15 |
| 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 | 14 |
| Equality, Diversity & Human Rights | 14 |
| Infection, prevention & control | 13 |
| Manual Handling | 13 |
| Safeguarding | 11 |
| Medicine management | 0 |
| Dementia | 4 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 8 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 5 COSHH 13 Customer Care 13 Dysphagia and Choking 7 Energy Matters 4 Fire Safety 13 Food Allergens 10 Footsteps (Falls Management) 1 Information Security 5 Introduction to GDPR / GDPR Advanced 7 MISKIN (tissue Viability) 1 Palliative Care: A Whole Team Approach 8 |
| Contractual Arrangements | |
| No. of permanent staff | 8 |
| No. of Fixed term contracted staff | 0 |

| | |
|--|--|
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 7 |
| 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) | 5 |
| No. of part-time staff (17-34 hours per week) | 3 |
| 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 |
| 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. | Activities Coordinator, Administrative Assistant, Administrator, General Assistant, Head of Maintenance, Home Administrator, Maintenance Assistant |
| Filled and vacant posts | |
| No. of staff in post | 12 |
| 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 | 12 |
| Equality, Diversity & Human Rights | 10 |
| Infection, prevention & control | 10 |
| Manual Handling | 11 |
| Safeguarding | 10 |
| Medicine management | 0 |
| Dementia | 4 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Asbestos 2 Basic Life Support (CPR) 3 COSHH 10 Customer Care 9 Dysphagia and Choking 7 Energy Matters 4 Fire Marshal Training inc Fire Extinguishers 6 Fire Safety 10 Food Allergens 4 Footsteps (Falls Management) 2 Information Security 5 Introduction to GDPR / GDPR Advanced 8 Legionella Awareness 3 MISKIN (tissue Viability) 2 Palliative Care: A Whole Team Approach 6 Safe use of Bedrails 6 Safe use of Power Tools 3 Working at Heights 3 |

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 7 |
| 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 | 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) | 5 |
| 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 |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Llys y Tywysog Care Home |
| Telephone Number | 01792896111 |
| What is/are the main language(s) through which your service is provided? | English Medium with some bilingual 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? | 101 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 701.00 |
| The maximum weekly fee payable during the last financial year? | 1561.52 |

Complaints

| | |
|---|---|
| What was the total number of formal complaints made during the last financial year? | 1 |
| Number of active complaints outstanding | 1 |
| 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? | Llys y Twysog is a very active home which tries to seek the views of their residents so the best level of care can be offered, a resident ambassador has been nominated and the individual is very involved within the home and will support others to share their views both in English and in Welsh as the individual will support with the offer of Welsh lessons within the home. Other methods are also used to gain views and thoughts and regular resident meetings are held on a monthly basis and also relatives meetings are offered every couple of months. A Tell Barchester survey was also completed in 2022 and feedback was gained which was positive. On a day to day basis thoughts and feelings are also captured through our General Manager walk rounds and also as part of our resident of the day experience and offer of regular care reviews. |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 48 |
| How many bedrooms at the service are shared rooms? | 3 |
| How many of the bedrooms have en-suite facilities? | 51 |
| How many bathrooms have assisted bathing facilities? | 4 |
| 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 | Llys y Tywysog has a large outside area with direct access from the rear of the building. It has raised flower/plant beds for access for people in wheelchairs, it has a large paved patio area for easy access. This area has a range of seating and tables as well as a small smoking area for residents. This area is secure and has a keypad entry and exit system in place. To the front of the building we have a small grassed area with raised flower beds with seating. This area is not secure. |
| Provide details of any other facilities to which the residents have access | As a home Llys y Tywysog offers two large day spaces, one of which has open access to the gardens, residents have often chosen to spend their day in these rooms where activities are also hosted. Just off the downstairs lounge is also a small café area in the reception, again this space is accessible to all residents and their families and can be seen to use this on a daily basis. As well as this a large dining area is also offered to everyone using the home. A visiting pod has also been accessible within the main building of the home which supported residents during Covid. The home also has a mini bus which is used to facilitate regular day trips in the local community. A hairdressing salon is also available. |

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 provide care and support to a range of residents in this service, and many opportunities for everyone to engage with us. We use residents and relatives meetings, Resident Ambassadors and an annual Tell Barchester survey of residents and relatives to seek and obtain their views. We also encourage them to use the carehome.co.uk website and Google reviews to provide feedback.

Our management team are available each day to speak to people and hear their views as they conduct walk rounds of the home. Every 3 months the RI visits the home personally and speaks to residents and relatives to hear first-hand their feedback about the service. Compliments, concerns and complaints are all captured on our Feedback system and we reply to all issues raised in a timely manner and identify learning to enable us to improve our service.

For those that lack capacity we work with their representatives to ensure all we do is in the resident's best interests. We also signpost people to advocacy services for further support in ensuring their voice is heard.

We act on the feedback we receive to ensure we improve the service for the people living there and their families and can demonstrate how the views of people have helped improve the home.

All residents' care and support is reviewed monthly to ensure this is meeting their needs and every 6 months they and their family or representatives, as appropriate, are involved in a more comprehensive review of their care. These reviews are carefully documented.

This home receives a significant amount of positive feedback as evidenced on Carehome.co.uk which demonstrates that people are able to have a voice and use this platform for feedback. The home has a dedicated resident ambassador who supports with the offer of the Welsh language within the home, they are also actively engaged within the residents meetings and will share suggestions to the management within the home during the monthly meetings.

Our Tell Barchester survey asks "How well do we involve you, listen and keep you informed about the running of the home". For our latest survey in Autumn 2022, we scored an average of 9.6 out of 10 compared to a company average of 8.3.

We believe that people's voices are heard in this home and they have a say and choice in what happens about their care and how the home is run.

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.

We provide extensive care and support that focuses not only on clinical care but we also help residents to live their best lives and to engage in activities that meet their social and wellbeing needs. We provide a comprehensive life enrichment programme that comprises of daily events and activities within the home based on what residents would like to do, and we have a minibus to take people out on trips.

Our Head Chef provides a varied menu of meals three times a day, alongside appealing snacks for residents to enjoy. Menus are devised in response to feedback from residents and their families and individual choices are respected and supported. For those that require a modified diet our Head Chef works to make sure these are appetizing.

We recognise the importance of social interactions at mealtimes in our lovely dining rooms for enabling residents to enjoy meals together, and meet with visiting family and friends.

The home has a hairdresser that visits each week and we also provide Namaste therapy sessions for people living with dementia.

The home works in line with the 'Welsh Active Offer', with staff that can speak Welsh as well as dual language signage around the home and other features to provide residents and their families with options for using the Welsh language and to stay in touch with their Welsh roots.

In addition to the above, this home has a varied programme of activities which creates a vibrant atmosphere in the home.

Our Tell Barchester survey asks "How well do we help you to see your doctor or another healthcare professional, when needed". The response for this was positive and we scored 9.6 which was higher than the company average at 8.7. The survey is also broken down into themed questions and an overall score is given in each specific area; two of the key themed areas are care and wellness. These scored 9.7 compared to a company average of 9.0 and 9.4 compared to a company average of 8.2 respectively.

The positive feedback and one complaint received over the past year for this service tell us that people enjoy living here and that their families or representatives are happy with care being provided to their loved ones.

We believe people living at this home are happy and supported to maintain their ongoing health, development and overall wellbeing.

| | |
|--|---|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>We take the safety of our residents very seriously and do not tolerate abuse of people living in our services, so we ensure our staff are trained to deliver good quality, safe care to them. All of our staff attend Safeguarding training during induction when they join the home and this is refreshed annually so they know how to identify and report any actual or suspected abuse of residents.</p> <p>We also operate 'Speak Up', our company whistleblowing programme, and encourage staff to engage with this by providing them with a confidential helpline, if they feel unable to raise concerns with the General Manager.</p> <p>We have a company Safeguarding lead (trained to Level 5) who is sighted on all reported safeguarding incidents and these are reviewed weekly. These are also reported on to the Board for their oversight.</p> <p>When incidents of abuse are alleged or identified, we act quickly to notify the local Safeguarding Team and Care Inspectorate Wales and ensure these are investigated internally to understand what has taken place. We then take any necessary action with staff, and within the home, in response to this. We always cooperate fully with the local Safeguarding Team when they are involved. We also look to learn from these incidents to prevent any re-occurrence.</p> <p>We also encourage residents and their families or representatives to raise any concerns they have verbally or through our formal complaints process to enable us to take action to address them accordingly.</p> <p>Our Tell Barchester survey looks at how safe people feel within the home, and upon review of the results nearly all of the residents who completed the survey awarded the highest score of ten, however we scored an average of 9.8 compared to a company average of 8.7.</p> <p>We believe that people feel safe and protected from abuse or neglect in this home.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>This service is a purpose built care home, with a good layout and communal areas for residents to enjoy and is maintained to a high standard by the dedicated maintenance and housekeeping teams. All residents have a room with ensuite facilities to provide them with privacy and dignity, and we encourage all our residents to treat this as their home and to decorate their room with their personal belongings.</p> <p>Routinely, the dedicated maintenance team complete property, environmental and equipment checks in line with set schedules to ensure the home is kept safe for residents and staff. They also conduct any necessary repair work and redecorate the home on a regular basis. Health and safety meetings are held in the home throughout the year, following the corporate health and safety meetings. Visits are made to the home by our Divisional Health and Safety Manager.</p> <p>The dedicated housekeeping team, are focused on ensuring that the home is kept clean, tidy and free from infections at all times and they clean the home daily to maintain high standards. Housekeeping audits are conducted monthly and reviewed by the General Manager.</p> <p>When required, we make significant financial investment to enhance the home environment, to ensure the service provides a beautiful, homely, safe and comfortable place for people to live. Over the past year, this home has replaced some of the carpets and the garden slabs have been replaced to make the outside space safer for residents.</p> <p>We have good communal facilities including cosy lounges and dining rooms for people to socialise with other residents and their visiting friends and family.</p> <p>The home also provides lovely outdoor space for people to enjoy when the weather allows and we seek feedback from residents and their families about how we can continue to develop this.</p> <p>We believe the people living in this home have a lovely place to live, that supports their wellbeing and enables them to be supported to achieve their personal outcomes.</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) | 31.04 |
|--|-------|

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 | 0 |
| Positive Behaviour Management | 0 | |
| Food Hygiene | 0 | |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Fire Marshal Training (inc Fire Extinguishers) Introduction to GDPR/GDPR Advanced Legionella Awareness | |
| 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 | 2 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 1 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| 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. | Basic Life Support (CPR) COSHH Customer Care Fire Marshal Training inc Fire Extinguishers Fire Safety Palliative Care: A Whole Team Approach |
| 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 | 5 |
| 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 | 5 |
| Equality, Diversity & Human Rights | 5 |
| Infection, prevention & control | 5 |
| Manual Handling | 3 |
| Safeguarding | 5 |
| Medicine management | 0 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |

| | |
|---|---|
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 5 COSHH 5 Customer Care 5 Dysphagia and Choking 1 Energy Matters 1 Fire Marshal Training inc Fire Extinguishers 6 Fire Safety 5 Food Allergens 3 Footsteps (Falls Management) 1 Information Security 2 Introduction to GDPR / GDPR Advanced 5 MISKIN (tissue Viability) 1 Safe use of Bedrails 2 |
| 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) | 5 |
| 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. | Day 7.30am - 7.30pm 1 senior Night 7.30pm - 7.30am 1 senior |
| 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 | 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 | 14 |
| 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 | 10 |

| | |
|--|---|
| Health & Safety | 14 |
| Equality, Diversity & Human Rights | 13 |
| Infection, prevention & control | 14 |
| Manual Handling | 15 |
| Safeguarding | 11 |
| Medicine management | 6 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 7 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 11 COSHH 13 Customer Care 13 Dysphagia and Choking 9 Energy Matters 6 Fire Marshal Training inc Fire Extinguishers 2 Fire Safety 13 Food Allergens 10 Footsteps (Falls Management) 6 Information Security 7 Introduction to GDPR / GDPR Advanced 11 MISKIN (tissue Viability) 6 Palliative Care: A Whole Team Approach 7 Safe use of Bedrails 6 |
| Contractual Arrangements | |
| No. of permanent staff | 13 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 2 |
| No. of Agency/Bank staff | 1 |
| 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) | 10 |
| No. of part-time staff (17-34 hours per week) | 3 |
| 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. | Day 7.30am - 7.30pm 4 carers morning, 3 carers afternoon Night 7.30pm - 7.30am 3 carers |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 13 |
| No. of staff working towards the required/recommended qualification | 1 |
| Domestic 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 | 6 |
| 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 | 2 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 5 |
| 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. | Basic Life Support (CPR) 2 COSHH 6 Customer Care 6 Dysphagia and Choking 2 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 1 Fire Safety 6 Food Allergens 1 Information Security 3 Introduction to GDPR / GDPR Advanced 4 Palliative Care: A Whole Team Approach 6 Working at Heights 1 |
| Contractual Arrangements | |
| No. of permanent staff | 6 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 5 |
| 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 |

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 | 4 |
| 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 | 5 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 4 |
| Medicine management | 0 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 3 |

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

Basic Life Support (CPR) 4
 COSHH 5
 Customer Care 5
 Dysphagia and Choking 3
 Energy Matters 1
 Fire Marshal Training inc Fire Extinguishers 1
 Fire Safety 5
 Food Allergens 3
 Footsteps (Falls Management) 1
 Information Security 1
 Introduction to GDPR / GDPR Advanced 3
 Palliative Care: A Whole Team Approach 5

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 | 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) | 0 |

Staff Qualifications

| | |
|--|---|
| No. of staff who have the required qualification | 0 |
| 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. | Activities Coordinator, Administrative Assistant, Administrator, Head of Maintenance |
| Filled and vacant posts | |
| No. of staff in post | 4 |
| 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 | 2 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 4 |
| Manual Handling | 5 |
| Safeguarding | 4 |
| 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. | Basic Life Support (CPR) 5 COSHH 5 Customer Care 5 Dysphagia and Choking 3 Energy Matters 2 Fire Marshal Training inc Fire Extinguishers 4 Fire Safety 5 Food Allergens 3 Information Security 2 Introduction to GDPR / GDPR Advanced 3 Legionella Awareness 1 Palliative Care: A Whole Team Approach 5 |
| Contractual Arrangements | |
| No. of permanent staff | 3 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 1 |
| No. of staff working toward required/recommended qualification | 1 |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Plas y Dderwen Care Home |
| Telephone Number | 01267221235 |
| What is/are the main language(s) through which your service is provided? | English Medium with some bilingual 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? | 142 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 784.53 |
| The maximum weekly fee payable during the last financial year? | 1453.75 |

Complaints

| | |
|--|---|
| What was the total number of formal complaints made during the last financial year? | 1 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 1 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | We hold regular Resident and Relatives meetings and these are minuted and copies sent to residents and relatives. We have a suggestion box in our service which enables people to suggest ways to improve the service and the care we deliver. The General Manager is visible and operates an open door policy for residents and relatives to come and discuss any topic. We distribute newsletters to residents and relatives. care home.co.uk survey cards are available and people are encouraged to give feedback. We encourage residents and their families to participate in the "Tell Barchester" survey. We also have a robust social media platform on Facebook whereby relatives and friends can see the true reflection of events within the home. |

Service Environment

| | |
|--|----|
| How many bedrooms at the service are single rooms? | 59 |
| How many bedrooms at the service are shared rooms? | 5 |
| How many of the bedrooms have en-suite facilities? | 64 |
| How many bathrooms have assisted bathing facilities? | 5 |
| How many communal lounges at the service? | 4 |
| How many dining rooms at the service? | 3 |

| | |
|--|---|
| Provide details of any outside space to which the residents have access | <p>Plas y Dderwen has a large outside area to the rear and front of the property, with two additional smaller areas within the Memory Lane communities.</p> <p>At the rear of the lounge, located off reception, there is a greenhouse where people can get involved with growing flowers and vegetables. There are also raised beds which make it accessible for individuals with disabilities to get involved. All areas are accessible for wheelchair users, within these areas are comfortable patio furniture where people can relax and join in with activities should they so wish.</p> <p>All plants on the Memory Lane communities are edible to prevent any poisoning to the individuals that we support, they include herbs and the areas are pleasantly decorated with various colours.</p> |
| Provide details of any other facilities to which the residents have access | <p>Plas y Dderwen has three communities which offer a total of four lounges where residents can choose to spend their days, as well as this it offers dining to all residents in one of the three dining rooms where people can also choose to eat with their loved ones and family. The home offers a specialist community to those living with dementia and on one of these communities there is a small room which has been decorated in a pub-like theme to help with reminiscing, this has offered some space for them to spend with others. This community also offers a small cwtch room which offers a namaste experience, sensory lights and sounds are used to enable residents to feel relaxed and supported with their care. A visiting pod has also been available if wished which has been used to support individuals during the pandemic.</p> |

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 provide care and support to a range of residents in this service, and we offer many opportunities for them and their families to engage with us and we can evidence this. We use residents and relatives meetings and an annual Tell Barchester survey of residents and their relatives to seek and obtain their views. We also encourage them to use the carehome.co.uk website and Google reviews to provide feedback.

Our management team are available each day to speak to people and hear their views as they conduct walk rounds of the home. Further, every 3 months the Responsible Individual visits the home personally and always speaks to residents and their relatives to hear first-hand their feedback about the service. Compliments, concerns and complaints are all captured on our Feedback system and we make sure we reply to all issues raised in a timely manner and identify learning to enable us to improve our service.

For those that lack capacity we work with their representatives to ensure all we do is in the resident's best interests. We also signpost people to advocacy services for further support in ensuring their voice is heard.

We act on the feedback we receive to ensure that we improve the service for the people living there and their families and can demonstrate how the views of people have helped improve the home.

All residents' care and support is reviewed monthly to ensure this is meeting their needs and every 6 months they and their family or representatives, as appropriate, are involved in a more comprehensive review of their care. These reviews are carefully documented.

Our Tell Barchester survey helps us to understand how well we are supporting people to share their likes and wishes to ensure that their voices are heard and one of the questions asked is "How well do we involve you, listen and keep you informed about the running of the home". For our latest survey in Autumn 2022, we scored an average of 9.7 out of 10 compared to a company average of 8.3.

We believe that people's voices are heard in this home and they have a say and choice in what happens about their care and how the home is run.

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.

We provide extensive care and support that focuses not only on clinical needs but we also help residents to live their best lives and to engage in activities that meet their social and wellbeing needs. Following feedback from residents and their families, this home has been working to improve its life enrichment programme over the past year. There are new activity coordinators in post who have brought fresh ideas and have been working with residents to provide more activities with which they can engage. We also have a minibus to take people out on trips.

Our Head Chef provides a varied menu of meals three times a day, alongside appealing snacks for residents to enjoy. Menus are devised in response to feedback from residents and their families and individual choices are respected and supported. For those that require a modified diet our Head Chef works to make sure these are appetizing.

We recognise the importance of social interactions at mealtimes in our lovely dining rooms for enabling residents to enjoy meals together, and meet with visiting family and friends. The home has a hairdresser that visits each week and we also provide Namaste therapy sessions for people living with dementia.

The home works in line with the 'Welsh Active Offer', with staff that can speak Welsh as well as dual language signage around the home and other features to provide residents and their families with options for using the Welsh language and to stay in touch with their Welsh roots.

Our Tell Barchester survey asks "How well do we help you to see your doctor or another healthcare professional, when needed". The response for this was positive and again we scored 9.4 which was higher than the company average at 8.7. The survey is also broken down into themed questions and an overall score is given in each specific area; two of the key themed areas are care and wellness. These scored 9.4 compared to a company average of 9.0 and 8 compared to a company average of 8.2. This is just below the company average however comments and suggestions were regarding the activity offer which has since been improved.

The positive feedback and one complaint received over the past year for this service, we believe, tell us that people enjoy living here and their families or representatives are happy with care being provided to their loved ones.

We believe people living at this home are happy and supported to maintain their ongoing health, development and overall wellbeing.

| | |
|--|--|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>We take the safety of our residents very seriously and do not tolerate abuse of people living in our services, so we ensure our staff are trained to deliver good quality, safe care to them. All of our staff attend Safeguarding training during induction when they join the home and this is refreshed annually so they know how to identify and report any actual or suspected abuse of residents.</p> <p>We also operate 'Speak Up', our company whistleblowing programme, and encourage staff to engage with this by providing them with a confidential helpline, if they feel unable to raise concerns with the General Manager.</p> <p>We have a company Safeguarding lead (trained to Level 5) who is sighted on all reported safeguarding incidents and these are reviewed weekly. These are also reported on to the Board for their oversight.</p> <p>When incidents of abuse are alleged or identified, we act quickly to notify the local Safeguarding Team and Care Inspectorate Wales and ensure these are investigated internally to understand what has taken place. We then take any necessary action with staff, and within the home, in response to this. We always cooperate fully with the local Safeguarding Team when they are involved. We also look to learn from these incidents to prevent any re-occurrence.</p> <p>We also encourage residents and their families or representatives to raise any concerns they have verbally or through our formal complaints process to enable us to take action to address them accordingly.</p> <p>Part of our Tell Barchester survey looks at how safe people feel within the home, and upon review of the results nearly all of the residents who completed the survey awarded the highest score of ten, however we scored an average of 9.5 compared to a company average of 8.7.</p> <p>We believe that people feel safe and protected from abuse or neglect in this home.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>This service is a purpose built care home, with a good layout and communal areas for residents to enjoy and is maintained to a high standard by the dedicated maintenance and housekeeping teams. All residents have a room with ensuite facilities to provide them with privacy and dignity, and we encourage all our residents to treat this as their home and to decorate their room with their personal belongings.</p> <p>Routinely, the dedicated maintenance team complete property, environmental and equipment checks in line with set schedules to ensure the home is kept safe for residents and staff. They also conduct any necessary repair work and redecorate the home on a regular basis. Health and safety meetings are held in the home throughout the year, following the corporate health and safety meetings. Visits are made to the home by our Divisional Health and Safety Manager.</p> <p>The dedicated housekeeping team, are focused on ensuring that the home is kept clean, tidy and free from infections at all times and they clean the home daily to maintain high standards. Housekeeping audits are conducted monthly and reviewed by the General Manager.</p> <p>When required, we make significant financial investment to enhance the home environment, to ensure the service provides a beautiful, homely, safe and comfortable place for people to live. We have good communal facilities including cosy lounges and dining rooms for people to socialise with other residents and their visiting friends and family.</p> <p>The home also provides lovely outdoor space for people to enjoy when the weather allows and we seek feedback from residents and their families about how we can continue to develop this.</p> <p>Over the past year, in response to resident feedback, the team has created a pub within the home with beer pumps and pub furnishings that residents are enjoying using. They also have plans to create a seaside theme in the garden for residents to enjoy over the summer ahead.</p> <p>We believe the people living in this home have a lovely place to live, that supports their wellbeing and enables them to be supported to achieve their personal outcomes.</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) | 72.90 |
|--|-------|

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 | 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 | 1 |
| | Infection, prevention & control | 1 |
| | Manual Handling | 1 |
| | Safeguarding | 1 |
| | 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. | COSHH Customer Care Dysphagia and Choking Fire Safety Introduction to GDPR/GDPR Advanced Palliative Care: A Whole Team Approach |
| | 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 | 0 |
| 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 | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | None |
| 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 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? | 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 |
| 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 | 7 |
| No. of posts vacant | 5 |
| <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 | 10 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 11 |
| Manual Handling | 7 |
| Safeguarding | 8 |
| Medicine management | 9 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 9 COSHH 8 Customer Care 12 Dysphagia and Choking 7 Energy Matters 3 Fire Marshal Training inc Fire Extinguishers 4 Fire Safety 11 Food Allergens 6 Footsteps (Falls Management) 4 Information Security 4 Introduction to GDPR / GDPR Advanced 5 MISKIN (tissue Viability) 3 Palliative Care: A Whole Team Approach 3 Safe use of Bedrails 2 |

| Contractual Arrangements | |
|--|--|
| No. of permanent staff | 7 |
| 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) | 3 |
| 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. | Day 7.45am - 8.15pm 2 nurses Night 7.45pm - 8.00am 2 nurses |
| 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 | 6 |
| 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 | 5 |
| Equality, Diversity & Human Rights | 5 |
| Infection, prevention & control | 5 |
| Manual Handling | 5 |
| Safeguarding | 4 |
| Medicine management | 5 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |

| | |
|---|---|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 2 COSHH 5 Customer Care 5 Dysphagia and Choking 4 Energy Matters 1 Fire Marshal Training inc Fire Extinguishers 2 Fire Safety 5 Food Allergens 4 Footsteps (Falls Management) 1 Information Security 1 Introduction to GDPR / GDPR Advanced 4 MISKIN (tissue Viability) 1 Palliative Care: A Whole Team Approach 2 Safe use of Bedrails 2 |
| Contractual Arrangements | |
| No. of permanent staff | 6 |
| 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) | 6 |
| 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. | Day 8am - 8pm 2 seniors Night 8pm - 8am 1 senior |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 6 |
| 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 | 46 |
| No. of posts vacant | 2 |
| 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 | 26 |

| | |
|--|--|
| Health & Safety | 51 |
| Equality, Diversity & Human Rights | 47 |
| Infection, prevention & control | 48 |
| Manual Handling | 51 |
| Safeguarding | 41 |
| Medicine management | 1 |
| Dementia | 16 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 23 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 8 COSHH 48 Customer Care 48 Dysphagia and Choking 30 Energy Matters 19 Fire Marshal Training inc Fire Extinguishers 10 Fire Safety 51 Food Allergens 28 Footsteps (Falls Management) 16 Information Security 18 Introduction to GDPR / GDPR Advanced 32 MISKIN (tissue Viability) 15 Palliative Care: A Whole Team Approach 29 Safe use of Bedrails 18 |
| Contractual Arrangements | |
| No. of permanent staff | 40 |
| 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) | 34 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 2 |
| 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. | Day 8am - 8pm 9 carers Night 8pm - 8am 4 carers |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 32 |
| No. of staff working towards the required/recommended qualification | 14 |
| Domestic 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 | 12 |
| 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 | 2 |
| Health & Safety | 13 |
| Equality, Diversity & Human Rights | 12 |
| Infection, prevention & control | 13 |
| Manual Handling | 14 |
| Safeguarding | 12 |
| Medicine management | 0 |
| Dementia | 6 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 9 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 4 COSHH 14 Customer Care 14 Dysphagia and Choking 15 Energy Matters 8 Fire Marshal Training inc Fire Extinguishers 6 Fire Safety 14 Food Allergens 8 Footsteps (Falls Management) 1 Information Security 6 Introduction to GDPR / GDPR Advanced 11 MISKIN (tissue Viability) 1 Palliative Care: A Whole Team Approach 9 Working at Heights 1 |
| Contractual Arrangements | |
| No. of permanent staff | 8 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 4 |
| 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) | 7 |
| 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 |

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 | 8 |
| 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 | 7 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 7 |
| Manual Handling | 6 |
| Safeguarding | 7 |
| 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.

Basic Life Support (CPR) 1
 COSHH 7
 Customer Care 6
 Dysphagia and Choking 4
 Energy Matters 1
 Fire Safety 7
 Food Allergens 1
 Footsteps (Falls Management) 1
 Information Security 1
 Introduction to GDPR / GDPR Advanced 3
 MISKIN (tissue Viability) 1
 Palliative Care: A Whole Team Approach 1
 Safe use of Bedrails 1

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 5 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 3 |
| 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) | 3 |
| 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 |

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. | Activities Coordinator, Administrative Assistant, Administrator, Head of Maintenance, Home Administrator, Maintenance Assistant, Receptionist |
| Filled and vacant posts | |
| No. of staff in post | 8 |
| 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 | 5 |
| Health & Safety | 9 |
| Equality, Diversity & Human Rights | 9 |
| Infection, prevention & control | 9 |
| Manual Handling | 9 |
| Safeguarding | 7 |
| Medicine management | 0 |
| Dementia | 4 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Basic Life Support (CPR) 6 COSHH 9 Customer Care 9 Dysphagia and Choking 6 Energy Matters 4 Fire Marshal Training inc Fire Extinguishers 4 Fire Safety 9 Food Allergens 5 Information Security 4 Introduction to GDPR / GDPR Advanced 4 Legionella Awareness 1 Palliative Care: A Whole Team Approach 5 |
| Contractual Arrangements | |
| No. of permanent staff | 7 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 1 |
| No. of staff working toward required/recommended qualification | 1 |

