

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Bedwelty Park Residential Home Limited	
The provider was registered on:	09/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bedwelty Park Residential Home Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/07/2018
	Responsible Individual(s)	Darren Pomphrey
	Manager(s)	Emma Rosser
	Maximum number of places	13
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff are enrolled online at induction and required to complete 18 core courses. Training in All Wales Manual Handling Passport and specialisms are provided by Spectrum. Training needs are discussed in supervision and if any concerns are raised extra training is provided on a 1:1 basis. Staff can request training if it will improve their effectiveness and we wouldn't turn down any reasonable request, our aim being to develop a highly trained, well-motivated team with a mix of skills/experience.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	When the need arises to recruit new staff we advertise in a variety of ways –via social media, attending job fairs and linking with employment support programmes through DWP and the local authority . We thoroughly vet all applicants during the recruitment process from the initial interview to Disclosure Service checks and by obtaining previous employer and character references. Only then will we offer employment to suitable candidates and arrange training and shadow working for the individual.

Service Profile

Service Details

Name of Service	Bedwelty Park Residential Home Limited
Telephone Number	01495711788
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	719.90
The maximum weekly fee payable during the last financial year?	800.00

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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>Our residents are at the very heart of our service provision and their views are of paramount importance. In addition to monthly residents information and idea sharing meetings we undertook formal consultations by distributing questionnaires to our residents (and their relatives) to complete, enabling individuals to express their views of the overall service in a confidential manner.</p> <p>Regular reviews were also undertaken, each involving individual residents to ensure that they are engaged and involved in the provision their own care. Evaluating individual service requirements and gaining feedback in this way enables us to ensure that the service being delivered is in line with the needs of the individual residents.</p>

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The residents have access to a large grassed area to the front of the property with seating areas. This area is covered by CCTV and surrounded by secure fencing and locked gate entrance for the safety of the residents. There is also a patio area to the rear of the property with furniture for both seating and dining. This area is also covered by CCTV with a newly erected high wooden fence for security purposes.
Provide details of any other facilities to which the residents have access	The residents have direct access to Bedwellty House and Park itself by means of a gated entrance to the back of the property. A Grade II listed building with extensive grounds provides resources for or inclusive community activities, events and fun days.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No

Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We are committed to ensuring that we provide the best possible service to each individual resident and, in order to do this, we introduced a Quality Assurance Framework, a set of processes to measure the quality of service delivered and to review and monitor individual experiences within the home. At the heart of this process are our residents and their views are of paramount importance.

Following the initial review of individual care plans and risk assessments we conduct regular evaluations, involving residents in meetings with staff members and other health professionals to ensure that they are engaged and involved in their own care.

Residents questionnaires are also distributed with specific questions in order to gain their views on different aspects of their lives within the care home from decision making, the environment, food/drink choices and the availability of daily activities with a section included for suggestions for improvement.

By evaluating all the information we are able to review, plan, set new objectives and implement necessary changes all with the views of the residents at the heart of everything we do. Through a continual monitoring process, in conjunction with the resident, we are able to assess all the impacts of change, intentional or unintentional, and to determine whether the intended objectives have been met.

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.

Our staff support residents to maintain autonomy over their own lives as much as is reasonably practical as this is essential to their wellbeing. The initial assessments provide information in regards to independent living skills with equipment being made available to ensure that they can continue to maintain these for as long as possible, for example, handrails and bathing assisted facilities to ensure that they can continue to bathe unaided. The assessment will also identify individual choices such as specific food, dress and favourite activities which will be made available to ensure continuity through the transition from their previous home to Bedwellty Park Residential.

Maintaining a routine is greatly beneficial to maintaining independence particularly to residents with dementia and staff will support residents to continue with commitments that are important to them, for example, being able to participate in religious services or weekly walks around the park.

Involving family members in planned events within the home encourages a sense of community. However, we also ensure privacy for family visits if needed.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our residents have the right to live in safety, free from harm, abuse and neglect and we all - our staff, our residents, their families and visitors to the home - have a vital role in safeguarding our residents. We ensure that everyone is supported to be vigilant and report any concerns of abuse or neglect. Information is provided in accessible ways so that individuals can understand the different types of abuse, how to stay safe and how to raise concerns in regard to the safety and/or well-being of a resident. We have a fully trained designated safeguarding lead with the relevant skills and competencies to ensure the safety and protection of all individuals at the home.</p> <p>Staff are thoroughly vetted prior to employment, receive training in all elements of safeguarding and are monitored to ensure they are competent and confident in identifying and reporting any forms of abuse or neglect. We promote well being and safeguard individuals in a way that supports them to make choices and having control over their own lives.</p> <p>Residents feel confident that we will stop abuse wherever possible but, should any instance be reported, we will address the cause and take action against those responsible. We will also learn lessons from the occurrence and implement changes to prevent similar abuse and/or neglect happening again.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We have developed a maintenance programme with suggestions from residents being taken into consideration to enhance the living environment and to ensure that all safety regulations are adhered to and the highest quality standards are attained. Additional resources have been made available throughout the year to make improvements in line with the residents wishes.</p> <p>A redecoration schedule has been implemented with residents given a choice in the colour schemes for their rooms and accommodations made for personal belongings to be included in their personal spaces to make it feel more homely.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13.50</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Levels 1/2/3 - Personal Care Awareness - Self Harm Awareness - Slips, Trips and Falls Awareness - RIDDOR Awareness - Risk Assessment Awareness - Pressure Care and Moisture Legion Awareness - Person Centered Awareness - Oral Health Awareness - Infection prevention and Control Advanced in Care - Medication Management - Mental Capacity Act and DOLS - Palliative and End of Life Care - Action Falls Training - Effective Supervision - Fit and Proper Persons Employed in Care Level 4 - Safe Administration of Medication - Legionella Awareness - Dignity, Privacy and Respect - Understanding Anaphylaxis - Duty of Care - Verification of Death - Information Governance / Caldicott Principles - Complaints Handling - Best Practice in Dining for People with Dementia
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Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coronavirus and Infection Control (2) Dignity, Privacy and Respect (2) Duty of Care (2) Emergency First Aid (2) Fire Safety (2) Legionella Awareness (2) Mental Capacity Act and DOLS (2) Palliative Care (2) Person Centered Care (2) Pressure Sore Awareness (2)
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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.	1 senior member on each shift - hours worked day shift 8am to 10pm, night shift 8pm to 8am.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</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	9
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	7
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	7
Positive Behaviour Management	8
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coronavirus and Infection Control (8) Dignity, Privacy and Respect (9) Duty of Care (9) Emergency First Aid (9) Fire Safety (9) Legionella Awareness (9) Mental Capacity Act and DOLS (9) Palliative Care (8) Person Centered Care (9) Pressure Sore Awareness (8) Fire Marshall (1)
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	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)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 staff on shift day and night - Shift patterns vary Day shifts 8.00am to 10pm, 8.00am to 8.00pm, 8.00am to 3.00pm, 3.00pm to 10.00pm, Night shifts 10.00pm to 8.00am, 8.00pm to 8.00am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	5
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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Awareness (2) First Aid Awareness (2) Fire Safety (2) Legionella Awareness (2) Moving and Handling Objects (2)
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen Awareness (2) COSHH Awareness (2) Diet /Nutrition (2) Fire Safety (2) Legionella Awareness (2) Coronavirus and Infection Control (2)
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	2
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	1

Other types of staff

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