

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:	Blue Ocean Bidco 2 Ltd	
The provider was registered on:	20/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Rhoslyn Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/08/2019
	Responsible Individual(s)	
	Manager(s)	Sam Walker
	Maximum number of places	9
	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	<p>Monthly Training Audits are carried out to monitor and plan training needs.</p> <p>Training Matrix is in place which also flags training due for each member of staff.</p> <p>Training is then set and discussed with staff members during staff meetings and supervisions using; Flexabee, Learning@Wales, outside training companies which also provide in house training.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Rhoslyn have a very stable staff team and the need to recruit has been minimal.</p> <p>Recruitment - we recruit locally and we advertise locally and also through Indeed, we also find that word of mouth is a very positive way to recruit.</p> <p>Retention - we have a positive approach to retention, whilst retaining staff is a challenge due to the low salaries and limited increases, we have provided small bonuses and thank you gifts, we communicate with staff frequently and we ensure staff feel valued</p>

Service Profile

Service Details

Name of Service	Rhoslyn Residential Home
Telephone Number	01686630639
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other language used

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	1222.96
The maximum weekly fee payable during the last financial year?	1222.96

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?	Resident meetings quarterly Individual resident meetings as and when required

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large garden to the back of the home.
Provide details of any other facilities to which the residents have access	Transport into the local community, shops, cafe's, restaurants, sports clubs, church, church groups, Day Services, theatres, cinemas, social clubs, football clubs, leisure centres

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Talking Mats

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.

People who live in Rhoslyn are given a range of options to ensure that they have their voices heard and that they are involved in making choices and having control.

In the first instance there are regular resident meetings, these take place quarterly, but also they take place if there are decisions to be made, such as holiday destinations, changes in decor or something may have an impact on people and needs discussion and agreement.

Outside of the resident meetings, there are regular one to one sessions with the manager of the service, and at any point residents can speak to any of the members of the team or raise concerns as they need to.

The residents at Rhoslyn are made aware of things that are happening in the community and they are able to attend events and go to regular meetings locally as they wish, and transport is provided for people.

A number of people who live at Rhoslyn are involved in local groups and there is regular attendance at clubs such as men in sheds.

In addition to the resident meetings, there are regular discussions with the Responsible Individual, both when he attends for the regulation visits and also informally when he visits, and any issues or concerns can be raised.

People have full choice over the care they receive and the staff team are trained to ask people how they want supporting and to provide people with choices to allow them to make an informed decision.

Where there is family involvement, we encourage people ensure that they discuss any concerns with family should they not feel comfortable raising these with the staff team, the manager or the responsible individual.

We also conducted regular surveys so that feedback can be gained.

To allow people to feel more comfortable in making decisions and making their voice heard, it would be helpful if the people at Rhoslyn had advocates and people who may be able to support in an impartial way.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People are supported to maintain health and wellbeing and there are a number of examples of this at Rhoslynn</p> <p>Rhoslynn has a number of people who have recently been unwell and who have underlying health conditions, and the way that people have been supported and how the service has adapted to this has been exceptional.</p> <p>In regards to care and support, the team have supported individuals who may have been unwell, they have shown empathy and consideration and understanding and they have worked closely with health professionals to achieve the best outcomes.</p> <p>In addition to the changing needs of people, the service itself has adapted to become more suitable for people who may have mobility issues, this has seen the creation of a new ground floor room, the addition of laminate flooring to make it more suitable for wheelchairs and also the addition of aids and adaptations, which have all ensured that people can remain in their home, when otherwise this would not have been possible.</p> <p>Rhoslynn also promotes healthy eating and supports people to make the right food choices.</p> <p>Additionally there are good links with health professionals, not just in the case of people who have been unwell, but on a more general basis, and people have access to the services they need to make sure they maintain good health and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People in Rhoslynn are supported to report any issues in respect of abuse or neglect, and these areas are discussed regularly and are highlighted at resident meetings, so that people feel comfortable in raising any concerns.</p> <p>The manager has an open door policy and the people who live in Rhoslynn are encouraged to speak and raise any issues directly with the manager.</p> <p>Of course it can be difficult for people to raise concerns with people who they see every day, and there is clear information provided to people on how to report any issues.</p> <p>The responsible individual also provides support should anybody wish to raise any concerns.</p> <p>Information is also provided on the notice board and families are made aware of how to raise any concerns, either directly with the service or with the local authority or directly with CIW</p> <p>The staff team undertake training so that they can understand how to deal with any allegations, or for them to be aware of the signs of abuse and neglect, so that they too can raise this issue if they see any of the vital signs.</p> <p>The service is lacking the fact that people do not have an advocate who they can speak to independently</p>

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

The service is well proportioned and people have access to their own space and also a number of communal rooms that they can either share with others or have as a larger quiet space for themselves.

The accommodation has been updated to modernise and also to meet the needs of some of the people in the service who now have additional needs in respect of the environment.

People were consulted on the changes to the environment, and there has been a positive reaction to this.

There is a significant outside space that the residents use, this is a quiet space that helps with people's mental health and wellbeing, and there is also a vegetable garden, where the home can produce their own produce and residents help with the activity.

The people in the service have access to transport to allow them to access the community and to be involved and participate as they wish.

The service now has two ground floor accessible rooms, and there is a stairlift to access upstairs, along with a wet room, this has made the service a lot better for the people who have become less mobile and in some cases this has allowed people to remain in the home, when they otherwise may not have been able to do so.

The service is currently working on making the garden more accessible for the people who have recently become less mobile and this will include a new path to access more of the garden.

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) 6

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	1
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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Epilepsy Dysphagia Mca Fire safety Nutrition Whistleblowing Health and safety Sepsis Challenging behaviour Communication Self Harm Oral health Falls Person centred care Mental Health Learning Disability Asthma GDPR Autism Care planning Risk Assessment Duty of care duty of candour COSHH Diabetes RIDDOR

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?	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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>First aid Epilepsy Dysphagia Mca Fire safety Nutrition Whistleblowing Health and safety Sepsis Challenging behaviour Communication Self Harm Oral health Falls Person centred care Mental Health Learning Disability Asthma GDPR Autism Care planning Risk Assessment Duty of care duty of candour COSH Diabetes RIDDOR</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	1
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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
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?	No
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>	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Epilepsy Dysphagia Mca Fire safety Nutrition Whistleblowing Health and safety Sepsis Challenging behaviour Communication Self Harm Oral health Falls Person centred care Mental Health Learning Disability Asthma GDPR Autism Care planning Risk Assessment Duty of care duty of candour COSHH Diabetes RIDDOR
---	--

Contractual Arrangements

No. of permanent staff	7
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)	4
No. of part-time staff (17-34 hours per week)	2
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.	8-3 3-11 & sleep 3- 4 per shift
---	---------------------------------------

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

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	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Catering staff

Does your service structure include roles of this type?	No
---	----

Other types of staff

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