

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:	ClwydAlyn Housing Limited	
The provider was registered on:	15/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llys Marchan	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/08/2019
	Responsible Individual(s)	Edward Hughes
	Manager(s)	Paula Heath
	Maximum number of places	10
	Service Conditions	There are no conditions associated to this service
	Chirk Court	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/08/2019
	Responsible Individual(s)	Edward Hughes
	Manager(s)	Lisa Johnson
	Maximum number of places	66
	Service Conditions	There are no conditions associated to this service
	Merton Place	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/08/2019
	Responsible Individual(s)	Edward Hughes
	Manager(s)	Christina Hale
	Maximum number of places	54
	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>Each of our three Homes has a training matrix that shows what training has been done and what is due. This is supported by the Groups 'People System' that keeps a centralised record of all training. Each role is mapped against training requirements so there is a clear pathway for any new starters coming into the business.</p> <p>Staff have quarterly 121's and an appraisal where they have the opportunity to discuss additional training that may further their career to afford promotion opportunities.</p>
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Recruitment is managed at a local level with each of the Registered Manager's (RM) overseeing the recruitment of staff. The RM is supported by the Group's People Team who support the recruitment process re contracts, DBS checks, references etc.

As an organisation we offer enhanced terms and conditions to assist with the retention of staff, this includes 8 % pension contributions, paid holidays, 30 day annual leave and a free meal daily. The Group also provide occupational health support.

Service Profile

Service Details

Name of Service	Chirk Court
Telephone Number	01691774286
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	The Home has a number of residents whose first language is Welsh. Several members of staff are fluent in Welsh and will speak to residents in their language of choice.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	93
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Fees Charged

The minimum weekly fee payable during the last financial year?	608.72
The maximum weekly fee payable during the last financial year?	1178.18

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?	<p>We consult with residents, resident representatives and staff in a variety of ways across the year. How we consult with individuals varies dependant on their own preferences. Examples include;</p> <ol style="list-style-type: none"> 1.) Resident satisfaction survey - twice a year 2.) Resident meetings 3.) Resident representation meetings 4.) Residents are involved in developing their care plans to ensure that we support them in the way they want 5.) Resident representation satisfaction surveys - twice a year 6.) Staff satisfaction surveys - twice a year 7.) Staff 121's and appraisals 8.) Staff meetings 9.) Reviews on carehomes.co.uk 10.) RI Reg 73 and Reg 80 visits where he speaks to residents, families, next of kin and staff 11.) RPR's and advocates 12.) Quarterly newsletter
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Service Environment

How many bedrooms at the service are single rooms?	66
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	66
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	<p>Chirk Court has enclosed and well-maintained gardens; access is via the ground floor. In addition, there are terraces on each of the first-floor households that residents and visitors can use. The gardens are fully wheelchair accessible and have numerous garden furniture for residents to enjoy the external space. Planters and points of interest are located throughout to engage those using the areas and support conversation and peer interaction. External lighting is in situ to enable access throughout the day and evening.</p> <p>The external space for residents living with dementia is a secure environment with restricted access. A staff member will support a resident and family to access these areas and provide support and assistance as required. This maintains the safety and security of all those people living and working within the home.</p>
Provide details of any other facilities to which the residents have access	<p>Each of the 5 households has its own dedicated communal areas which includes a restaurant and lounge. Each communal living area has a range of furniture and areas which are conducive to watching tv, reading, activities such as jigsaws, bingo etc and social interaction with peers or visitors. Each household is of sufficient size for holding household parties to commemorate special events such as Christmas, coronations etc. Each household also has an assisted bathroom for resident choosing to bathe rather than shower in their on-suite bedrooms.</p> <p>Outside of households, there is a dedicated and spacious orange room to accommodate gatherings that bring residents from across the households together. It also provides opportunities for resident families to partake in activities. Examples include singers and entertainers.</p> <p>Additionally, there is a separate cinema room which includes a bar area, kitchen and tabled seating areas for residents to enjoy refreshments.</p> <p>All areas are air conditioned.</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)	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	Loop system to enhance hearing aid facilities.

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.

From my observations and the evidence provided, the residents of Chirk Court are happy, healthy, and safe. As much as possible, residents express their views and are able to influence their care and their environment. Residents are involved in their person-centred planning and the team show respect and sensitivity towards the residents and their care and support needs. This was commented on by the recent CIW inspection that was undertaken in April 2023.

The care team positively encourage residents to make choices and engage in rewarding activities. The care team support residents to be active and express themselves. From my visits, it is clear that the staff team know the residents well and they follow plans to provide consistent care and routines. They are responsive and treat residents with dignity and respect.

The Home provides numerous opportunities for residents, resident representatives and staff to have their say, including, satisfaction surveys, meetings, newsletters, 121's, appraisals, RI Reg 73 and Reg 80 visits and contract monitoring audits from Wrexham Borough Council. The is able to evidence that where possible, it acts quickly to address concerns or queries, this has enabled the Home to avoid any formal complaints being registered over the 12 month period.

<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>Overall, the Home provides a high level of Care & Support. This has been tested in recent months with the issues relating to Care-sys and a change in Deputy Manager, however the management team is now more stable, and the new Deputy is having a really positive impact on the Home.</p> <p>There was evidence that care plans were in place and there was good management of food, fluids and weight. There was also evidence that residents and their families (where appropriate) were involved in developing person centred care plans.</p> <p>A medication count on the recent CIW inspection was fine and it was acknowledged that there were good protocols in place for medication. Handover notes are completed and detailed about the individual. The Home can provide evidence that the care team works with residents to support their emotional and physical health and residents have contact with external health professionals as required. The Management Team have worked hard to develop excellent relationships with the local GP Practice and Pharmacist in particular.</p> <p>On the recent CIW Inspection, it was pleasing to hear the CIW Inspector praise the work of the Homes Activities Co-ordinator and acknowledge that a lot of effort went in to ensuring residents had a variety of options to engage in social activities of their choice. This varied from concerts, entertainers, petting animals, domino's, church services, bingo, hairdressers, residents having nails painted, watching football or films or just general conversation with tea and biscuits.</p> <p>Residents are provided with a choice of options at mealtimes and all food is freshly cooked on site. The kitchen currently holds a 5-star rating with Environmental Health. Residents can also request snacks outside of meals times and staff will support this.</p> <p>Over the course of the year, the Home has been able to relax restrictions on visitations which allows nominated family members to come and go as these please. This has had a positive impact on resident's mental health in particular.</p> <p>Over the course of the year, the evidence provided on my visits gave me some assurance that residents are supported with their ongoing health and wellbeing goals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Management Team are incredibly experienced and incredibly passionate about providing a high standard of care. It was clear from my visits that the safeguarding of residents is paramount and that the wider staff team also take great pride in delivering excellent care. Care staff complete safeguarding training and are aware of how to keep residents safe, and how to take action if they are concerned for their wellbeing. Care staff read and follow the risk management plans. There are also systems in place to ensure the environment is safe.</p> <p>From speaking to residents, they felt looked after and cared for by the staff team who expressed satisfaction with working at Chirk Court. From the families I spoke to, they took great comfort in the fact their loved one was staying at Chirk Court as they believed the care and attention provided was excellent.</p> <p>The Home's QA has also made a big difference to the organisation within Chirk Court. It has been a really tough 2 years for any care home given the challenges of Covid. Where Managers have needed to focus their time on compliance, infection control and managing rota's etc. Having this dedicated QA role has ensured the Home has managed to keep good control on the wider tasks that still need to be maintained to ensure the Home remains safe and compliant (training, 121's etc).</p> <p>The Home was able to provide evidence that staff are kept up to date with operational changes that ensure residents are protected. All relevant policies such as safeguarding were up to date and accessible.</p> <p>The management team supported by the Group's Compliance Team and Health & Safety Team have good controls in place to ensure residents can feel safe. This includes all relevant compliance checks and maintenance.</p> <p>Overall, the Management has effective oversight of the health & safety of the service.</p>

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

Chirk Court is a well-run and well-maintained Home. This was acknowledged by the CIW Inspector on the recent inspection in April where the Inspector commented that 'the Home is in really good condition, looks immaculate and is spotlessly clean with no odours'. He added that the Home is 'bright, airy and that the furniture is in good condition'.

During my visits over the year, I found evidence of good compliance and monitoring, with residents living in a safe environment that best supports their wellbeing. There was evidence of regular health and safety checks from staff on the premises.

The Home's handyman deals with low level repairs and maintenance in a timely manner. This is effective in ensuring any residents requirements are met quickly. Examples of this include painting rooms prior to admissions or moving furniture to suit the resident's needs. A recent enhancement had seen the home's handyman being trained on how to inspect fire doors, this is now a monthly function he carries out to add an extra layer of assurance over and above statutory requirements.

Compliance monitoring and maintenance is all up to date with excellent government for fire safety, gas safety, electrical safety, legionella's and Environmental Health.

External gardens are well maintained and provide peaceful, safe surroundings for residents to mobilize.

The Home provides a range of facilities to enjoy social activities, including household lounges and restaurants, a cinema room, activities room and an orangery for concerts / events that bring residents together from across the households.

The Home was visibly in excellent condition and was spotlessly clean throughout on the day of my most recent visit, this is always the case with the Domestic Assistants always busy.

Chirk Court is a Home that ClwydAlyn and the staff team can be really proud of as it provides a lovely home for its residents.

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) 79

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
<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	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The RM has completed corporate training called 'force conversations'.
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification 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
<p>Deputy service manager</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	1
No. of posts vacant	0

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

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

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

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	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
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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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	17
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	17
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)	6
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	2
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>We operate split shifts within the Home as follows;</p> <p>Morning - 08.00 to 15.00 Afternoon - 15.00 to 22.00 Nights - 22.00 to 08.15</p> <p>During the morning shift we would routinely have 3 Senior Care Practitioners working. This would increase to 4 during medication ordering and receipt periods during the month (works flexibly into the afternoon shift dependent upon medication delivery times).</p> <p>During the afternoon shift we have 3 Senior Care Practitioners on shift.</p> <p>Overnight we have 1 Senior Care Practitioner (who works with an acting Senior)</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
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	60
No. of posts vacant	3
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	60
Equality, Diversity & Human Rights	60
Infection, prevention & control	60
Manual Handling	60
Safeguarding	60
Medicine management	60
Dementia	60
Positive Behaviour Management	60
Food Hygiene	60
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
Contractual Arrangements	
No. of permanent staff	60
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)	11
No. of part-time staff (17-34 hours per week)	44
No. of part-time staff (16 hours or under per week)	5
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Within the Home we operate a split shift as follows;</p> <p>Morning - 08.00 to 15.00 Afternoon - 15.00 to 22.00 Nights - 22.00 to 08.15</p> <p>In terms of the number of carers on shift, we have;</p> <p>Morning - 11 care practitioners Afternoon - 9 care practitioners Nights - 8 care practitioners</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	54
No. of staff working towards the required/recommended qualification	6
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	9
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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
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.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	8
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	9
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	0
Health & Safety	5
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
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.	
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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
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.	<p>Activities Co-ordinator - to lead on resident activities within the Home.</p> <p>Maintenance Person - an onsite maintenance person who deals with low level repairs and maintenance within the Home</p> <p>Administrators - we employ a team of administrators to support the Home with correspondence, queries, managing the reception and visitors, post, admin tasks, invoicing etc.</p>
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	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	0
Manual Handling	6
Safeguarding	6
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.	The maintenance person has undertaken training relating to the checking of fire doors within the Home. Additionally, the individual has had training in legionella's.

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)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Llys Marchan
Telephone Number	01824705060
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?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	631.72
The maximum weekly fee payable during the last financial year?	1041.77

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?	Residents, staff, next of kin and visiting professional are consulted with in a variety of ways including; <ul style="list-style-type: none"> - 6 monthly satisfactions surveys for residents, staff and visiting professionals - 121's with residents when developing care plans and care reviews - Residents activities which sometimes include 121 time - Resident meetings - Staff meetings - Staff 121's and annual appraisals - Group 'pulse' survey that provide opportunities for staff to feedback - The Group's RI speaks to staff, residents and visiting professionals on Reg 73, Reg 80 visits.

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	1
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>The home is set-in well-maintained grounds with ample garden spaces. Until recently the service kept chickens with residents tending to them and collecting eggs that were used in the Home kitchen. The garden areas include raised beds and green houses which are utilised by residents for planting flowers and growing vegetables. The Homes handyperson supports residents with maintaining flower beds and manicured garden areas.</p> <p>There is ample garden furniture for residents to enjoy the outdoor areas for quiet and reflective time. Additionally, the gardens are used on occasions for outdoor activities.</p> <p>There are several residents that smoke and a designated smoking in in place at the rear of the building.</p>
Provide details of any other facilities to which the residents have access	<p>The Home has a range of options for residents to use on site facilities to support their wellbeing and independence. Examples include;</p> <ul style="list-style-type: none"> - a main television (and three other lounges) - a games room with pool table - an assisted bathroom if required - 2 kitchens for cooking independently - an open activity space for craft, games etc - an activity room for exercise classes such as dance & hoola hoo ping - a main restaurant - office spaces for 121's with staff - a room for utilizing IT facilities

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)	Yes
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.

The staff team are proactive in supporting residents to achieve their goals. It was pleasing to see that over the course of the last year, the management team had acted on previous recommendations to increase opportunities for resident / staff feedback, but also that actions plans had been developed to implement the required changes/improvements.

The Home provides numerous opportunities for residents, resident representatives and staff to express their views including, satisfaction surveys, meetings, newsletters, 121's, appraisals, Responsible Individual Regulatory 73 and Regulatory 80 visits and contract monitoring audits from Denbighshire County Council. The is able to evidence that where possible, it acts quickly to address concerns or queries.

From speaking to residents over the course of the year, it is clear that they are at ease in their environment and it was clear there was high levels of trust between them and the staff team. In my experience, this only occurs when staff listen and respond positively to residents and their wants and needs.

The Home has worked to develop relations with external agencies such as the Centre for Sign, Sight and Sound. This has been important in improving communication opportunities for a resident that is deaf. Representatives were complimentary to the effort the Registered Manager was making in ensuring the resident was fully included in all aspect of life within the Home.

This is a real area of strength for Llys Marchen. Given the smaller number of residents, I have been able to get to know many of them personally and all express their satisfaction with Llys Marchen as their home and they feel they have a voice and are listened too.

<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>Overall, the residents are supported well to maintain their health and wellbeing. This has been evidenced over the year via a CIW inspection, audits from the local authority commissioning team from my RI visits to Llys Marchen. The recent DCC inspection commented that 'staff were seen to interact with residents in a caring and respectful manner. All residents were well dressed and were making full use of the facilities. Several residents in the communal areas were spoken to and appeared to be comfortable and settled at the Home'.</p> <p>Over the course of the year, I have evidenced a range of activities and events to support resident well being. Examples include walking groups, hula-hooping, craft, snooker, gardening, games and film nights. Residents are encouraged to eat together in the restaurant and are routinely joined by staff who are also provided with a meal. The Home also celebrate key events such as the Coronation, festive holidays and resident birthdays. All celebrations are done with residents where they are encouraged to play their part in planning and organising.</p> <p>Over the course of the year, I have seen many of the residents grow in confidence and increase their independent living skills. Examples of this include, 1 residents who has taken up a college course and travelling independently to a neighbouring town, a resident entering the best kept garden in Ruthin competition, and another who is now able to start looking for independent accommodation. Several residents are also supported to cook their own meals in one of the Home residents kitchens. This is something that residents have fed back to me that they enjoy doing.</p> <p>Throughout the year, I have evidenced up to date care plans that are person centred and provide a balance between promoting independence and encouraging residents to take responsibility, versus providing the right care or support when necessary. The Home RM introduced the STAR-T model to supplement the care plans, these very much focus on the progress residents in key areas of their lives.</p> <p>Overall, Llys Marchan is a happy place for residents to live and where they are supported to make the best of their lives and be active and independent with the safety net of a fantastic team to assist when the need support.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Home's Registered Manager is experienced and incredibly passionate about providing a high standard of care. This rubs off on the wider staff team who give their upmost to keep residents safe and protected.</p> <p>Over the course of the year, I have visited the Home on numerous occasions and it is evident that the safeguarding of residents is paramount. Staff receive safeguarding training and are aware of how to keep residents safe, and how to take action if they are concerned for their wellbeing. Over the year I evidenced robust care plans and risk assessments that were person centred and designed to ensure that the residents remain safe. An audit from the Local Authority highlighted that their file reviews showed that the level of detail was 'extremely comprehensive'.</p> <p>Over the course of the year, I complete spot checks and at all stages all relevant policies were up to date and accessible. The Home also has systems in place to monitor and track all training so staff are up to date with current practises. The Home also employs trackers to ensure all staff receive 121's and appraisal in line with CIW requirements.</p> <p>Most importantly, I regularly speak to the residents who feel that they are well looked after and supported by the staff team. This is reflected in 6 monthly satisfaction surveys that are completed. On more than one occasion over the course of the year, residents asked that I put staff up for awards for all they do for them.</p> <p>The Home has effective policies and practises for managing medication with thorough records in place.</p> <p>Overall, the Management has effective oversight of the health & safety of the service.</p>

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

The Home is well maintained with excellent management controls over building safety and compliance. This was evidenced when reviewing regulatory compliance, maintenance and checks over the course of the year.

In recent months there were several examples of proactive maintenance with internal improvements to meeting rooms and the main kitchen. There was evidence that many areas of the Home had been freshly painted to maintain a bright and modern feel to the building. These improvements mean that residents continue to live in a home that meets their needs, supports them to maximise their independence, and achieve a sense of wellbeing.

The Home's handyperson deals with low level repairs and maintenance in a timely manner. This is effective in ensuring any residents requirements are met quickly. A recent enhancement had seen the home's handyperson being trained on how to inspect fire doors, this is now a monthly function he carries out to add an extra layer of assurance over and above statutory requirements.

The Home has taken steps to ensure that there are enhanced measures in place to protect against fire and wider disaster recovery plans. This was evidenced in detailed plans and a new training regime that is being implemented (that exceeds statutory requirements).

The Home provides a calm and safe environment for residents to live well. External gardens were looking good and offer residents extensive opportunities to get fresh air and partake in outside recreational activities.

Beyond the boundaries of the Home, it is well located on the outskirts of Ruthin which provides the residents with excellent local facilities for shopping, walking or simply getting a cup of coffee.

Compliance monitoring and maintenance is all up to date with excellent government for fire safety, gas safety, electrical safety, legionella's and Environmental Health.

External gardens are well maintained and provide peaceful, safe surroundings for residents to mobilize.

The Home provides a range of facilities to enjoy social activities, including lounges, restaurant, a tv room and multiple activities rooms.

Whilst visiting the Home to complete the annual review, the Home was visibly in excellent condition and was spotlessly clean. This was consistent with other visits over the course of the year.

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)	18
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
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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	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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification 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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a 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
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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	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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	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.	The role is 8 - 5 Monday to Friday. The Senior will slide shifts as required to suit the needs of the business.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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	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	2
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	9
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0

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.</p>	<p>Daily the home operates with a ratio of 2 Direct Care Staff to 10 residents (Nine residents currently) During the nights we operate with 1:10 Direct Care Staff ratio.</p> <p>Staff work longer shifts from 7.45am to 10 pm. This means that staff works 2 or 3 days a week alternately. Night staff work from 21:45 through to 8 am. Again the night staff work 2 or 3 night a week alternately.</p> <p>The longer shifts with fewer working days was designed after consultation with the staff team.</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	3

Domestic staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
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	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	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	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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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.	The Home employs a handy person who undertakes a range of tasks including; <ul style="list-style-type: none"> - low level maintenance within the Home - grounds maintenance - painting and decorating - compliance checks including, fire safety, legionella's etc - general health and safety within the building
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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Merton Place
Telephone Number	01492523375
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	The Home has a number of Welsh speaking staff members to support residents who are first language Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	87
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Fees Charged

The minimum weekly fee payable during the last financial year?	874.07
The maximum weekly fee payable during the last financial year?	1109.14

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	4
Number of complaints not upheld	0

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>The Manager and deputy Manager are present and high profile throughout the home daily, speaking to the residents asking for their feedback and views.</p> <p>Merton Place undertakes bi-annual quality questionnaires, their relatives and visitors and asked 4 specific questions. These results are analysed. The latest quality questionnaires were completed in April 2023. The Regulation 73 and 80 visits by the Responsible Individual also provide a platform for the residents to express their views and concerns regarding the service provided by the home.</p> <p>Regular residents' meetings with the manager or the activities coordinator are held, and these are documented. The residents who attend are encouraged to express their views on all aspects of the home and these include the quality of the care provided, how well their needs are met, the food, and the residents are encouraged to make menu suggestions, and the activities programme. Again, the residents are encouraged to give feedback.</p>
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Service Environment

How many bedrooms at the service are single rooms?	54
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	54
How many bathrooms have assisted bathing facilities?	2
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	<p>The Home has secure gardens to the side and rear of the property. All areas are accessible for wheelchair use. Within the gardens there are accessible planting troughs and extensive paved areas and garden furniture for residents who wish to spend time outside. The Home provides sheltered areas in the Summer so residents can seek shade if required.</p>
Provide details of any other facilities to which the residents have access	<p>Each floor within the Home has its own restaurant and lounge. The first floor lounge has a balcony for residents who wish to sit outside. The 2nd floor restaurant doubles as an activity room that is used extensively by the Homes Activities Co-Ordinator for entertaining residents with social events and activities.</p> <p>Each of the three lounges provides a range of lounge furniture for residents to watch tv, read or spend time at leisure.</p>

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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.

Residents have control over their day to day lives as much as possible given some high care needs. The care team support residents to maintain their physical health, mental health and emotional wellbeing. It was evident from speaking to residents and staff that residents have access to healthcare services as required.

Residents within the service are assisted to maintain relationships with visitations actively encouraged. It was really pleasing to see the number of visits occurring given the difficulties of the last two years with Covid. It is so important for residents to have that close contact as it makes such a difference to their own social and mental health needs.

From my observations over the course of the year and the evidence provided, the residents of Merton Place are happy, healthy, and safe. As much as possible, residents express their views and are able to influence their care and their environment. Residents are involved in their person-centred planning and the team show respect and sensitivity towards the residents and their care and support needs.

The care team positively encourage residents to make choices and engage in rewarding activities. The care team support residents to be active and express themselves. From my visits over the year, it is clear that the staff team know the residents well and they follow plans to provide consistent care and routines. They are responsive and treat residents with dignity and respect.

The Home provides numerous opportunities for residents, resident representatives and staff to have their say, including, satisfaction surveys, meetings, newsletters, 121's, appraisals, R1 Reg 73 and Reg 80 visits. The is able to evidence that where possible, it acts quickly to address concerns or queries.

Whilst undertaking my regulatory visits over the last 12 months, I ensure time is set aside to speak to residents and their next of kin. The feedback is generally always very positive and where possible improvements are highlighted, the management team act quickly to address. There is a positive cultural within the Home of 'you said, we did', which demonstrates that the Home makes improvements based on resident feedback.

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.

The Home was inspected by CIW in January 2023 and the report stated that 'residents are involved in devising their plan of care, so support is delivered in the way they need and prefer. Care documentation is thorough and robust, and people have access to health professionals when they require it. Residents are very happy with the quality of care they receive and speak highly of the staff who provide their care and support'.

The feedback from the CIW Inspection is conducive with how the Home has run over the course of the previous 12 months. From an RI perspective, every time I visit, I have great assurance that residents are well looked after. There is lots of evidence for this which includes;

1.) The Care Inspectorate commented that 'people's personal plans are devised with the people and their relatives so that specific aspirations and preferences are captured accurately. A multi-disciplinary team approach is undertaken, advice and guidance is sought promptly when needed to ensure people's needs are reviewed and effectively met.

2.) The Home employs an Activity Co-ordinator who put on a range of social activities for residents to partake in. Examples include, concerts with performers, games afternoons, craft, therapy pets, ice-cream vans, religious services, or simply parties to commemorate special events such as the coronation. The staff team encourage residents to participate and for those unable to, the team ensure they make time for one to one chats when possible.

3.) As part of my Reg 73 and Reg 80 visits, I speak to residents who all provide positive feedback on the staff. One thing that always strikes me is how well-kempt the residents look. Very often when I visit, a local hairdresser will be in utilizing the salon on the lower ground floor.

4.) Care files contain a "This is Me" document which include details of people's likes, dislikes, routines, and what is important to them. This supports the staff to provide care in the way that residents want.

5.) The residents have access to external professional support as and when it is required, this ranges from Dietician and nutritional advice to physiotherapy and chiropody. Staff are observant and will identify and changes in the health or well being of a resident and will refer them as and when it is felt it would benefit them.

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

The recent inspection from the Care Inspectorate of Wales reported that within the Home, 'residents are protected from abuse. Staff are trained and policies and procedures help to guide staff practice. Recruitment of staff is safe which helps to ensure staff employed are suitable to work with vulnerable people. Security measures are in place to protect people from unauthorised visitors and environmental checks are routinely undertaken. Care staff demonstrate a good understanding of responsibilities in relation to safeguarding and the correct action they would take in the event of any concerns. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in their best interest and with full consideration of the family and other agencies'.

As the Responsible Individual for the Home, this is an area I monitor closely so to get such positive feedback with no areas for improvement, is something I and the team on site take a great deal of pride in.

Over the course of the year I monitor safeguarding closely and there are several ways in how this can be evidenced. Examples include;

- 1.) The management team have day to day chats with residents and have an open door policy for residents, next of kin or staff to come and speak to them.
- 2.) The management team are high on observations and have direct daily input with residents. If any concerns are reported, they are quick to respond.
- 3.) The Home completes bi-annual surveys that gives residents and their families the opportunity to feedback in confidence.
- 4.) The management team hold resident meetings where individuals are encouraged to express their views and concerns.
- 5.) Staff recruitment and training ensures a high quality of care and awareness. Staff are observed formally and informally with regular supervisions and performance development reviews to highlight any concerns or training issues.
- 6.) Transparency of reporting and liaising on external agencies and professionals.
- 7.) Open access to visitors, families, professionals, religious groups, local schools etc promote an open and transparent atmosphere.
- 8.) Care staff are trained in safeguarding and are confident in reporting poor practices and any safeguarding concerns with the manager. There are policies and procedures in place to help protect people.

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

In the recent CIW inspection, the Home received very positive feedback which stated that, 'overall, people live in a safe, secure environment. The service has a visitor book which is completed in accordance with fire safety arrangements and visitor identity checks are undertaken. Fire safety documentation is in place including personal emergency evacuation plans (PEEP). Up-to-date health and safety documentation including, water temperatures and the risk of legionella, fire and electrical safety certificates, portable appliance tests (PAT) and fire risk assessments are in place. Records show staff receive training to enhance safety, this includes first aid, food hygiene, fire safety, health and safety and moving and handling to support them in their role'.

Again, this feedback mirrors my own experience and observations as RI for Merton Place. I have great assurance when visiting as the Home is so well organised and key information is easily accessible. Examples of this include;

- 1.) Copies of Monthly Reg 8 audits completed by the Registered Manager. These demonstrate good management controls across the Home.
- 2.) Compliance certification is always up to date.
- 3.) The Homes handyman take care of low level repairs including maintaining the aesthetics of the building, such as painting and keeping the Home free of clutter.
- 4.) The Homes domestic assistants are always busy ensuring that the Home environment is spotlessly clean.
- 5.) Food is cooked fresh, daily and on site. Residents are offered a choice of meal options and the CIW inspection recorded that the Home had 'ample amounts of food and fresh & produce'.
- 6.) The Home has ample outside facilities for residents to enjoy fresh air and sunshine. The patio areas at the rear of the Home are particularly well used in the Summer months.
- 7.) The Home has a proactive maintenance plan in place to take care of any improvements. Evidence of this is a detailed plan to enhance fire safety within the Home despite it being built to building regulations and being fully sprinklered throughout.

Overall, I judge ClwydAlyn's Home on whether I would be happy for a member of my own family to reside there and in Merton Place's case, the answer is very simply, yes.

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)	73
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

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

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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	3
<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	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	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)	7
No. of part-time staff (17-34 hours per week)	2
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.	<p>The shift pattern for nurses from;</p> <ul style="list-style-type: none"> - 7.45am-8-15 pm and - 7.45pm-8.15 am <p>There will be 2 or 3 nurses on each shift (Registered Manager and Deputy Manager are both Registered Nurses to supplement).</p>
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	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	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	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)	4
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.

Classed as Assistant Practitioners (AP), the shift patterns are from;
7.45 am to 8.15 pm and
8.15 pm to 7.45 am

On average there is one AP on shift.

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	0

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	42
No. of posts vacant	8
<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	42
Equality, Diversity & Human Rights	42
Infection, prevention & control	42
Manual Handling	42
Safeguarding	42
Medicine management	42
Dementia	42
Positive Behaviour Management	42
Food Hygiene	42
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	42
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)	29
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	1
<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.	<p>There are a combination of shift patterns to meet the needs of the business. The shifts are based on; 8am-8pm, or 8am-2pm, or 2pm-8pm, or 8pm-8am</p> <p>In terms of numbers we have 11 carers in the morning through till 2pm, 9 from 2pm to 8pm and 5 overnight.</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	39
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
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.	
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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6

No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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.	<p>We have 5 roles, these are made up of 1 x handyperson, 1 x activity co-ordinator & 3 x administrators</p> <p>The handyperson works to take care of low level repairs so that residents needs and the needs of the Home are met in a timely manner. Duties also include maintenance and up keep of the building.</p> <p>The activities co-ordinator plans and organised activities and events to support resident wellbeing.</p> <p>The administrators support the Home with ensuring all quality assurance and administrative tasks are up to date.</p>
<div style="border: 1px solid black; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	5
No. of posts vacant	0
<div style="border: 1px solid black; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	2
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
<div style="border: 1px solid black; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid black; padding: 5px;">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)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid black; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

