

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:	Comfort Care Homes (Bryn Illtyd) Ltd	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Comfort Care Homes (Bryn Illtyd) Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/12/2018
	Responsible Individual(s)	Swarnlata Swarnlata Bansal
	Manager(s)	Catherine Hughes
	Maximum number of places	39
	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	All staff undertake the required training by e-learning platform and practical onsite training. Training needs are discussed by supervisions and appraisals then recorded on the training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been through online advertising websites, recommendations by staff and enquires via telephones. The company has also registered to recruit from overseas.

Service Profile

Service Details

Name of Service	Comfort Care Homes (Bryn Illtyd) Ltd
Telephone Number	01554832462
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	62
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.51
The maximum weekly fee payable during the last financial year?	850.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Meetings Care reviews

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	25
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Patio area Front garden Decking area upstairs
Provide details of any other facilities to which the residents have access	Hairdresser Chiroprapist

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Bryn Illtyd Care home has effective governance, including assurance and auditing systems and processes. This assess, monitors and drives in the quality and safety of the services provided, including the quality of the experience for the service users using the service.</p> <p>The processes also assess, monitor and mitigate any risks relating to health, safety and welfare of service users using the service and others. The home continually evaluates and seeks to improve their governance and auditing practice. The home evaluates service user feedback from people to assess the quality of the service in relation to outcomes for people using the service this is done via a questionnaire process which is then evaluated.</p> <p>Service users living at the home stated that they are safe and well treated, staff are always caring with respect.</p> <p>The home is continuously driving for improvement and learns from experiences, by gaining a de-brief from accidents or incidents, and given best practice guidance, audits, staff reflection.</p> <p>The care plans reflect what support outcomes a person would like and what is achievable, with staff support. Any changes are documented and agreed upon with the person, all care plans are updated on a monthly basis or sooner if needed depending on change of circumstances. A full review of the care plan is offered, however people do decline to review the plan at times. Families and representatives are invited in to review care plans.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Service users experience of health and wellbeing is one where everyone is treated with dignity, respect, compassion and kindness and which recognises and addresses individual physical, psychological, social, cultural, language and spiritual needs. Each person is supported to access services that are available to them to support their ongoing health and wellbeing. Confidentiality, modesty, personal space and privacy are respected. Service users feelings, needs and problems are actively listened to, acknowledged and respected. All visits to hospitals and surgeries are accompanied with staff members, there is a range of services available to the people who use the services and is accessible to all.</p> <p>Staff can identify what information is needed and how they would report and record concerns. There are clear protocols for giving each person medication, staff are aware of the step by step process of supporting individuals, this is in line with the homes policies and procedures. Service users are able to access optical services, hospital services, chiropody services, all information is shared under the confidentiality agreement. There are records for all professional visits, which include GP, District Nurses, Chiropody, dentist and optician, the outcome of each visit is evident in the care plans and further action if any is actioned. Service users have annual reviews which are documented.</p> <p>People are encouraged to grow in confidence and self esteem. service users are given opportunities to make choices and contribute to their daily lives, they are given the opportunity to make choices and decisions that form part of their daily routines, to promote independence and control. Service users are given a choice for their preferences.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home at present has no safeguarding referrals, staff feel they are suitably equipped to keep themselves and the service users who use the service safe. Staff feel they have had adequate training in order to carry out their roles effectively. One person stated 'I feel I am confident to ensure the safety of people who use the service, we have procedures in place such as a locked door policy, we have monitoring processes to ensure people are able to take positive risks and be safe, we have had training that enable the staff to deal with potential situations effectively', Service users feel they are protected as far as possible from avoidable harm, disease and injury, incidents and accidents written up by staff which are reported as necessary, staff talk knowledgeably about how they handle accidents/incidents, there is a clear procedure within the home. Staff have shown they manage accidents and incidents and the manager has physically checked the accident and incident records to ensure they are completed fully and what information has been gathered. Notifications to families, CIW and Safeguarding are reported as required. A Staff member stated 'I am made aware if a service user has had an accident at the home we have a de-brief about the situation, we are fully trained first aiders, and can assist as required' another stated 'We have processes in place to ensure service users are treated safe and in the best way'. Staff have a clear understanding of whistle-blowing from a safeguarding perspective, staff can outline precisely how they would handle a whistle-blowing scenario, one staff stated 'I am very confident to follow our whistle blowing procedure, I know exactly what I should do, I know who to report to and what would be expected of me through the reporting process'. Safeguarding incidents are dealt with promptly, recorded and reported to the safeguarding team at Camarthenshire County Council. People feel safe from physical and emotional abuse, harassment, neglect and self harm. One person stated 'I feel safe and well cared for and the care is very good'. All incidents are documented and reviewed regularly cumulatively.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The environment is tailored to the needs of the people who utilise the service. Furniture, fittings and floor coverings are of a good standard. One service stated 'I have the opportunity to bring in personal items to make my room my own, I have had pictures and furniture brought in'. All areas are free from odour, and are a good temperature. A family member stated 'the home always smells nice'. The communal areas are clean and tidy. All furniture such as comfy chairs, book cases and fittings, such as light shades, skirting boards appear to be in a good state of repair. They are clean and of a good quality, which reflects people's taste and tailored to their needs. People were able to state that they are consulted over the colour of their bedrooms and what soft furnishing covers they would prefer, one person stated 'I was able to choose the colours, I like, I was able to choose my bedding and curtains'. The home is warm and comfortable for people. The décor of the home such as wallpaper, paint, curtains and furnishings are well maintained and in good order, one person stated 'im happy with my home, its like home from home to me'. Bathrooms are clean and tidy and in a good state of repair. There are no unpleasant odours. Shower/bath/wet rooms are available according to peoples preferences and needs. Hoists and adaptive equipment are available when needed and servicing is up-to-date. There are no locks on bathroom doors. Hand soap and hand towels are available. The kitchen is clean and hygienic and rated a level 5 grading by the Environmental Health Department. Access to the kitchen is restricted. Staff utilise the staff room not the main kitchen. Staff have access to PPE equipment disposable gloves and aprons, staff utilising products to maintain cross infection. Staff have received health and safety training, manual handling training to ensure they are fully knowledgeable and are able to conduct tasks in a safe and effective way. One staff member stated 'I enjoy the training its very thorough', Risk assessments of peoples needs is undertaken to ensure they reach a positive outcome to enhance their wellbeing. Staff are sensitive to peoples conversations and are able to uphold confidentiality, privacy and dignity. Activities co-ordinator plays a very important part to maintain stimulation, there are a range of activities available for service users to be part of, although some may decline and always happy to engage in a one to one chat.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14
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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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
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)	2
No. of part-time staff (17-34 hours per week)	4
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.	Senior Carer work 12 hrs shift (8am - 8PM) Days 5 staff (8pm - 8am) Nights 3 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	14
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	14
Health & Safety	14
Equality, Diversity & Human Rights	0
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	0

Dementia	14
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8am-8pm 5 staff Night shift 8pm-8am 3 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	6
Health & Safety	6
Equality, Diversity & Human Rights	0
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)	4
No. of part-time staff (16 hours or under per week)	2
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
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>Maintenance Repairs, health & safety, painting decorating. Weekly and monthly checks. Landscaping.</p> <p>Activities co-ordinator One to one conversations Arts & crafts Booking outside entertainment Board games Movie club Puzzles Pampering</p> <p>Administrator Payroll Document filing Telephone communication Archiving Minute taking Supporting manager in general admin work.</p>
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	0

Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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
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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0