

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:	Fairways Newydd Ltd	
The provider was registered on:	02/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fairways Newydd Nursing and Dementia Care Centre	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	02/01/2019
	Responsible Individual(s)	Paul Nicholls
	Manager(s)	Rebekah Charles
	Maximum number of places	77
	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	Our company has a mandatory training schedule in place. Much of this training is done on line through e learning through "My Learning Cloud" . Training is identified on the needs of residents and additional courses booked where required to meet the residents needs. This is done through our oversight process and assessing the training matrix that is in place. In house training is also carried out following the Betsi agenda for training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The service advertises heavily in the internet market and the service has relied heavily on overseas recruitment. In terms of retention, we offer our staff over and above the local pay rates. Staff are given supervisions and annual appraisals in order to ensure we discuss their needs within health and social care.

Service Profile

Service Details

Name of Service	Fairways Newydd Nursing and Dementia Care Centre
Telephone Number	01248716400
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?	114
--	-----

Fees Charged

The minimum weekly fee payable during the last financial year?	643.78
The maximum weekly fee payable during the last financial year?	1389.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The RI emails families to inform of any changes, The home liaises with families and individuals about upcoming events. The home offers family meetings with the next meeting booked in for June. There is a suggestion box and an annual survey is conducted. Our residents in the main lack capacity and therefore we engage with families and advocacy services.

Service Environment

How many bedrooms at the service are single rooms?	77
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	77
How many bathrooms have assisted bathing facilities?	33
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	there is a huge garden at the service which is enclosed and accessed via patio doors. This can be used by residents and visiting families.
Provide details of any other facilities to which the residents have access	hairdressers Chiroprody optician dentist, dietician physio. OT GP Sensory room. Cafe barbara bus

Communicating with people who use the service

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

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.

Our service operates an open door policy to hearing and dealing with concerns from our service users. Our complaints policy is available to all service users and readily available for our families of service users. We work with service users to produce a six monthly survey of our residents need. This survey gives the opportunity for our service users to express any areas that they feel the service could improve in.

The RI visits the home at least monthly, however in reality the RI visits the home at least weekly and records his visits. The service users can should they choose to, make an appointment to see the RI through the complaints procedure. Where a service user lacks capacity to do so this opportunity can be afforded to the family. The RI discusses matters with service users verbally when required.

Our service is compliant with the DOL's standards and assessments of residents needs is carried out to ensure that they have a representative to have their needs and plan of care listened to. An advocacy service is readily available for the service users.

Regular visits from our area manager and auditing of our service users well being is carried out. Residents meetings are also carried out every 6 months to ensure that the voices of our residents are heard and they have the opportunity to convey their thoughts and feelings.

the information collated from above is provided to the RI to ensure that people voices are heard. Questions on the survey ask about the service itself ensuring compliance with "listening"

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Our service produces care plans and risk assessments for our clients. These are carried out in conjunction with the client and the clients representative to ensure spiritual, sexual and cultural needs are listened to as well as care needs. These care plans are then bench marked at monthly reviews to ensure the care needs and wellbeing of our residents is responsive to any changes that may or may not have occurred. Our area manager visits the service each week to meet with clients and ensure oversight of the care planning process by bench marking particular clients and ensuring that their care needs are appropriate to the needs of the client. Our care planning is also done in conjunction with family members or advocacy services should the needs arise.

Our auditing processes ensure that our service is measured and oversight is provided in this area via our area manager.

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

All of our staff are trained in Safeguarding. Our residents survey conducted gauges a level of compliance in the area of how people feel safe. Our staffing ratios are adapted upon the needs of the residents to ensure that our staffing levels reflect the needs of the residents.

Our residents and our residents families are made aware of what actions to take in respect of any alleged abuse.

We measure the above by close monitoring of our residents mood. This is recorded in our daily reporting to assess any downturn in someone's mental health which may be a signal that a resident does not feel safe or may be subjected to some form of abuse.

Regular visits from our Area manager and RI ensure oversight of this area.

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

The accommodation used for our clients is regularly assessed by our estates team to ensure that it meets the required standards of safety.

Our residents are encouraged to personalise their rooms with any touches that might make the home feel more "homely" to ensure their emotional needs are maintained. Our residents' outcomes are measured through our care planning processes and the input from these allows a personal approach to ensure that we focus on what a resident "can do" and not what they can't do for themselves. In this manner we empower our residents to ensure that they make the most of what skills and abilities that they may have, Regular visits and quality audits by our estates team ensure that the company maintains oversight in this area.

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) 99

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
Medicine management	1	
Dementia	1	

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RGN trained Nurse Fire training train the trainer manual handling.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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 to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	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.	fire training , fire marshal training. Working towards level 5 PEG training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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 to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	22
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire marshal pressure ulcer training catheterisation manual handling train the trainer dols dementia stoma care diabetes awareness syringe driver RGNs
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; 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)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<div style="background-color: #e0e0e0; padding: 5px;">Nursing care staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	8
No. of posts vacant	0
<div style="border: 1px solid green; 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	8
Health & Safety	6
Equality, Diversity & Human Rights	5
Infection, prevention & control	6
Manual Handling	8
Safeguarding	8
Medicine management	8

Dementia	5
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RGN trained syringe driving diabetes awareness Parkinson's training pressure care 6 steps catheterisation Stoma care Delirium awareness
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
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.	8 am 8 pm 2 minimum 8 pm 8 am 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	24
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	24
Health & Safety	18
Equality, Diversity & Human Rights	20
Infection, prevention & control	15
Manual Handling	19
Safeguarding	22
Medicine management	14
Dementia	17
Positive Behaviour Management	18
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	enhanced medication training for Care practitioners fire marshal training.

Contractual Arrangements

No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am 8 pm 8 8 pm 8 am 3
---	---------------------------

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
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	40
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	32
Health & Safety	30
Equality, Diversity & Human Rights	29
Infection, prevention & control	33
Manual Handling	35
Safeguarding	29
Medicine management	0
Dementia	30
Positive Behaviour Management	27
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire training diabetes awareness. tissue viability
Contractual Arrangements	
No. of permanent staff	40
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)	34
No. of part-time staff (17-34 hours per week)	6
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.	8 am 8 pm 16 8 pm 8 am 9
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	40
No. of staff working towards the required/recommended qualification	0
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	9
Health & Safety	9
Equality, Diversity & Human Rights	7
Infection, prevention & control	9
Manual Handling	6
Safeguarding	7
Medicine management	0
Dementia	5
Positive Behaviour Management	2
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSSH Fire training.

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)	7
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	5
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSSH Fire training
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	administrator receptionist Handyman Activities
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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