

# 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:	HC One Limited
The provider was registered on:	14/08/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Abermill	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/08/2019
	Responsible Individual(s)	Carol Dight
	Manager(s)	Christine Tipper
	Maximum number of places	38
	Service Conditions	There are no conditions associated to this service
	Aberpennar	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	23/08/2019
	Responsible Individual(s)	Carol Dight
	Manager(s)	Leanne Gunter
	Maximum number of places	47
	Service Conditions	There are no conditions associated to this service
	Church View	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/08/2019
	Responsible Individual(s)	Carol Dight
	Manager(s)	Tracey Webb
	Maximum number of places	45
	Service Conditions	There are no conditions associated to this service
	Owri-Owrydi-Gwyn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/08/2019
	Responsible Individual(s)	Carol Dight
	Manager(s)	Lisa Llewellyn
	Maximum number of places	40
	Service Conditions	There are no conditions associated to this service

Glanffrwd Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	16/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	
Maximum number of places	45
Service Conditions	There are no conditions associated to this service

Llys Newydd Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Catrin Hooper
Maximum number of places	35
Service Conditions	There are no conditions associated to this service

Meadowlands	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Alexandra Vernal
Maximum number of places	52
Service Conditions	There are no conditions associated to this service

Peniel Green Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	15/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Joanne Michelle Osborne
Maximum number of places	34
Service Conditions	There are no conditions associated to this service

Parklands	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Alison Durbridge
Maximum number of places	38
Service Conditions	There are no conditions associated to this service

Flas Owm Carw Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	20/08/2019

Responsible Individual(s)	Carol Dight
Manager(s)	
Maximum number of places	66
Service Conditions	There are no conditions associated to this service

Quarry Hall Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Carla Arcanjo
Maximum number of places	86
Service Conditions	There are no conditions associated to this service

St Martins Court Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	
Maximum number of places	67
Service Conditions	There are no conditions associated to this service

The Daffodils Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Sara Webb
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Trafalgar Park Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/08/2019
Responsible Individual(s)	Carol Dight
Manager(s)	Joan Thomas
Maximum number of places	52
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

HC-One has a comprehensive training suite for all members of staff relevant to their role and position in the service. This covers all the areas required under RISCA and Social Care Wales for those providing care in Care Homes  
A new tiered approach to dementia training has been introduced  
The Home Manager can identify any competency based training that is required  
Over the last 12 months, the organisation has been developing a Kindness Model via co-production with residents and colleagues

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

HC-One has continued to ensure that pay rates are reviewed and are competitive and has introduced a Zonal Pay Structure so Homes can be assessed within their own locality  
 New colleagues have a robust induction over a 3 day period, and have at least 2 weeks' shadow shifts in the Home to ensure they are confident to deliver their role.  
 Mandatory training is completed to ensure skill set adequate  
 External review of end to end Colleague Journey with good improvements to process = reduced turnover

## Service Profile

### Service Details

Name of Service	Abermill
Telephone Number	02920831622
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Language is available in the Home and we are working towards all documents for the Residents are available in both English and Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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### Fees Charged

The minimum weekly fee payable during the last financial year?	791.72
The maximum weekly fee payable during the last financial year?	1175

### 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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	resident and relative meetings letter Person of the Day is used to gain daily feedback from Residents. Daily walkarounds conducted by HM and Senior Team also contain feedback from our Residents. The RI regularly visits and her Report contains feedback from Residents, along with the Area Director and she talks to all of our Residents. We take every opportunity to listen to our Residents and improve our services where-ever possible.

### Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
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	A secure landscaped garden area with views of mountainside, there is also a patio area with pergola accessible to all our Residents
Provide details of any other facilities to which the residents have access	0

#### 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

#### 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.

- Several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required. The organisation has also provided a mailbox for feedback.
- There is a "Person of the Day" where every Person has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need any particular changes for instance to their room environment. This happens monthly for every Resident. There have been some super comments captured by the Home Manager from Residents on these forms, and some 'even better if' ideas.
- There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The RI for Abermill also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.
- The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.
- Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)
- During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitisation which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about and how, which is now in development to coincide with the launch. Abermill has had overwhelmingly positive feedback, from family members, Residents and visiting professionals with the District Nurse stating "this is my favourite Home that I support". These are captured in the Reg 73 Reports.

<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>Abermill has worked hard over the past year to ensure that Residents are happy and supported to maintain their ongoing development and overall well being. The lifting of the COVID restrictions has made a huge difference to the amount of external visitors and visits that the Home / Residents have been able to make.</p> <p>As set out in the Statement of Purpose for Abermill Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Abermill.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity</p> <p>We have good links with a number of local contacts which include:</p> <p>Our local Parish Church - Regular visits and looking after spiritual health of our people.</p> <p>The Local Primary Schools, - Visits have restarted to the Home and the Residents love the interaction with the Primary School children.</p> <p>The Local Infants School again regular visitors and send pictures.</p> <p>One of our local Grocery Providers - Visitors to the Home to chat with our people.</p> <p>A travelling clothes show - the Residents love this and it is always a favourite and well attended.</p> <p>Father Christmas - No need to say more, but a local who comes into the home for the Residents.</p> <p>A local Coffee Shop - We visit locally and enjoy being part of the Community.</p> <p>A Ladies Community Choir - Again singing is definitely part of the Welsh culture and really enjoyed.</p> <p>A local Male voice choir again come in to sing and engage our Residents which is always enjoyed.</p> <p>A local Ukele band - A special favourite at Abermill.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. All Residents spoken to, and their relatives, affirmed that they feel safe and we have not had any safeguarding issues regarding Resident Safety this year at Abermill.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p>

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

Abermill has just come off of the "for sale" list and returned to the HC-One fold. Whilst urgent works were completed over this period, as promised, some of the more significant investment has now commenced in the Home such as a replacement window programme, and a refurbishment of the communal areas in the Home.

Overall our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

Abermill has a full refurbishment coming in the next financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at Abermill to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Abermill.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on. This is currently being socialised across the business.

We are working on being much more specific about personal outcomes and capturing these both on a day to day basis but also in terms of wishes that our Residents have. We would aspire to all Residents having the opportunity of fulfilling one of their major wishes over the next six months and this will be captured in our Reg 80 for the Home. The outside space of the Home is another project in the coming year to maximise usage and access for our Residents whilst maintaining their safety as the Home has fantastic views across to the mountains but not necessarily easy access as yet. We continue to work on this.

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)	54
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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
<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
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
<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.	working towards level 4 in management
<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>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	2
<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	4
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	11
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)	8
No. of part-time staff (17-34 hours per week)	3
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>1 senior works 4 x 5.5 hours per week = 22 hours (0730-1330/1330-1930)</p> <p>3 night seniors one on per night shift covering both communities (1930-0730)</p> <p>6 day seniors covering days one senior per community (0730 - 1930)</p> <p>1 senior works both days and nights</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	11
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
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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
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No. of staff in post	22
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No. of posts vacant	1
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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	12
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements
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No. of permanent staff	22
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)	13
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff
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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.	Days - (0730 - 1930) Bluebell - 1 x senior 2 x care Ein Catref - 1 x senior 3 x care  Nights (1930 - 0730) Bluebell - 2 x care Ein Cartref - 1 x senior 1 x care
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
<b>Domestic staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	7
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)	0
No. of part-time staff (17-34 hours per week)	7

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	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	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
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	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)	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	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.	well being coordinator
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
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	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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	Aberpennar
Telephone Number	01443477677
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	63
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Fees Charged

The minimum weekly fee payable during the last financial year?	710
The maximum weekly fee payable during the last financial year?	1245

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	6
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We hold regular resident and relative meetings</p> <p>We send out regular information for instance changes with COVID visiting and when visiting went back to normal.</p> <p>Person of the Day is used to gain daily feedback from Residents this is documented on the form and any actions required are taken as a result of this. Daily walkarounds conducted by HM and Senior Team also contain feedback from our Residents.</p> <p>The RI regularly visits and her Report contains feedback from Residents, along with the Area Director and she talks to all of our Residents. We take every opportunity to listen to our Residents and improve our services where-ever possible.</p>

Service Environment

How many bedrooms at the service are single rooms?	47
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	47
How many bathrooms have assisted bathing facilities?	4
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 large spacious activities room available to the Residents and Hair Dressing facility. There is a large garden area for our Residents to enjoy.
Provide details of any other facilities to which the residents have access	We have a sun room, cinema room and large activities room for the residents to enjoy.



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	light writer

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.

Aberpennar Care Home has several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.

There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.

There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The RI for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas. This has included requests such as 'hot plates' when serving hot food which has been supported. We know and acknowledge the little things matter.

The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.

Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)

During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about and how. Aberpennar prides itself on acting on feedback from Residents and doing the best to support individuals.

<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>As set out in the Statement of Purpose for Aberpennar Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Aberpennar.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity and working with a Gymn team via video link.</p> <p>We have good links with a number of local contacts which include:</p> <ul style="list-style-type: none"> <li>• Regular Visits from our local Churches.</li> </ul> <p>Local School children visit the Home regularly.  A local Male Voice Choir  Vocalists and entertainers that regularly visit the Home  J line dancing in arm chairs</p> <p>We are very proud of our West End Star who visits us regularly. Feedback from our Residents demonstrate that they are engaged in what they like to do, and their personal preferences are supported and respected.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns on a one to one basis.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk. Aberpennar has an excellent relationship with the local Safeguarding team, and all safeguarding incidents are robustly investigated and any learning shared in the Organisational Learning for the Home. Our Residents at Aberpennar have not shared any concerns regarding feeling unsafe or not protected in the Home over the past year.</p>

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and Commissioners, serving at the heart of each of our communities.

Aberpennar has ongoing refurbishment continuing in the next financial year with improvements planned to the communal areas of the Home in particular. The Home Manager canvasses the people who live at Aberpennar to ensure that it is their choices a round colours and the friezes in the Home for the Welsh corners which the Residents love. We work with the people that live at Aberpennar to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at Aberpennar.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on. This is currently being socialised across the business

Aberpennar works hard to fulfil personal wishes for individuals. This is work in progress and we know that we need to continue this work over the coming year with trying to capture any life wishes to ensure that our people live their best lives and achieve their wishes, often towards the end of their lives. We encourage our Residents to engage with their loved ones, and those they care for, to again support their well being and achieve their personal outcomes.

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) 37

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.	

#### 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

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	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?	No
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#### Nursing care 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	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	4
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.	
<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	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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 Nursing Assistants per shift during the day 7am-7 pm
<p>Staff Qualifications</p>	
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
<p>Registered nurses</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>	

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
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	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)	4
No. of part-time staff (17-34 hours per week)	0
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.	1 nurse per shift. 7-7 shift pattern
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	0
No. of posts vacant	4

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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	0
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

#### 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.	shift pattern would be 7-7 days and nights
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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	0
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
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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	29
No. of posts vacant	2



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	17
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	29
Manual Handling	29
Safeguarding	29
Medicine management	29
Dementia	29
Positive Behaviour Management	29
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	29
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)	12
No. of part-time staff (17-34 hours per week)	17
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.	shift patterns are 7-7 7 care staff by day and 4 care staff by night
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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	21
No. of staff working towards the required/recommended qualification	8

#### 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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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	1
<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)	5
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	5
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

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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
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

#### Staff Qualifications

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.	Maintenance well being co-ordinators

#### Filled and vacant posts

No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Church View
Telephone Number	02920852951
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	73
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	725.64
The maximum weekly fee payable during the last financial year?	1256.00

#### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	resident and relative meetings letter Person of the Day is used to gain daily feedback from Residents. Daily walkarounds conducted by HM and Senior Team also contain feedback from our Residents. The RI regularly visits and her Report contains feedback from Residents, along with the Area Director and she talks to all of our Residents. We take every opportunity to listen to our Residents and improve our services where-ever possible.

#### Service Environment

How many bedrooms at the service are single rooms?	44
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	3
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	Church View as 2 garden areas which the residents have access to
Provide details of any other facilities to which the residents have access	Church view as a coffee shop and a conservatory area which the residents have access for

#### 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.

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.

Several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.

There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.

There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, along with the Area Director, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.

The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.

Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)

During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about it and how. Church View takes pride in listening and acting on feedback from the Residents which has supported the moving of the Residential Residents to the ground floor to give them easy access, whenever they want, to the garden space at the back of the House. There are many other examples of listening and acting on feedback in the Home.

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.

As set out in the Statement of Purpose for Church View Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.

We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing

We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Church View.

We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity. We have a number of Residents who are able to access the local shops and go home for visits on their own supported by appropriate Risk Assessments.

We have good links with a number of local contacts which include:

The local Anglican Church visiting monthly for group sessions and the Residents of Church View visit Church weekly on a Sunday with wellbeing member of staff.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safeguarding of our Residents is of paramount importance. We ensure that our colleagues at Church View are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. These questions are asked away from the presence of others, after developing a relationship with Residents, to gather 'real' feedback.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>We continue to work hard to maintain the excellent relationship with our local safeguarding teams and escalate anything that causes us concern in the Home, through open and transparent working relationships. The Home has appropriately maintained details of any safeguarding incidents and used these to inform and learn to continue to improve where ever possible the care for our Residents at Church View.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Church View has a plan of refurbishment coming in the next financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at Church View to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at Church View.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on. This is currently being socialised across the business.</p> <p>Church View has made several changes over the past year to move Residents to the most appropriate place in the Home to support their well being, giving more independence to the Residents that can maintain this for themselves. We have ambitions to ensure that all of our Residents live their best lives and achieve any wishes that they would like in their time at the Home, this will form the basis of some of our work with our Residents over the coming year.</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) 35

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	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Meaningful Growth Conversations training Legionella Training Infection control Competency Trained	
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
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HC-One Mandatory Training to oversee the role of a deputy manager Meaningful Growth Conversations training Fire Safety trained
<b>Contractual Arrangements</b>	
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
<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	8
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HC-One mandatory training Supervision training
<b>Contractual Arrangements</b>	

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)	3
No. of part-time staff (17-34 hours per week)	5
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.	Seniors work too 7.30am-7.30pm and 7.30pm-7.30 am shift pattern
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	2
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	57
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	57
Health & Safety	57
Equality, Diversity & Human Rights	57
Infection, prevention & control	57
Manual Handling	57
Safeguarding	57
Medicine management	57
Dementia	57
Positive Behaviour Management	0
Food Hygiene	57
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	57
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	2
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)	19
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	38
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.	Shift patterns are 7.30am-7.30pm and 7.30pm -7.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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	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	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Housekeeping Documentation
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	1
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)	7
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ISSDSI Training-Food and Drink Textures and Testi ng trained
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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
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.	Maintenance Officer- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment. Home Administrator - To oversee the administrative running of the home
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
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	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bed training
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)	2
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	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Cwrt-Clwydi-Gwyn Care Home
Telephone Number	01792815096
What is/are the main language(s) through which your service is provided?	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?	49
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	688.20
The maximum weekly fee payable during the last financial year?	1160

##### 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 meetings/Relative meetings/phone calls/letters emails/
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#### Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	40
How many bathrooms have assisted bathing facilities?	6
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	front Garden area Back Garden area
Provide details of any other facilities to which the residents have access	Bar Area Hairdresser chiroprapist Dentist Optician Activities physio

#### 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>Several methods are available to support involvement at Cwrt-Clwydi-Gwyn (CCG). The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, as does the Area Director, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters it, what we're going to do about it and how. CCG have been key in trialling some of the potential digital Care Plans. Feedback from the Residents at CCG is very positive about their care and their choices and opportunities. We will continue over the next year to ensure that we are able to meet some of our more exciting Resident wishes with a wish tree in the Home.</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>	<ul style="list-style-type: none"> <li>• As set out in the Statement of Purpose for Cwrt-Clwydi-Gwyn Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</li> </ul> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in CCG.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity We have good links with a number of local contacts which include:</p> <p>Visits from the Vicar from St Johns and Struthers Pentecostal Church call to the home to see a few residents and to give Communion.</p> <p>On a Thursday Ospreys in the community which talks about sport news, memories quizzes and sporting games such as curling, frisbee bowling. Our Residents really enjoy these sessions and this is well attended.</p> <p>On Friday's there is a session called 'Feel Good Friday' in TY-Santes Fayre Church community centre which some of our Residents attend regularly. This is offered to everyone that is able to attend.</p> <p>CCG have established good links with another home in our community called Drummau where we take part in all activities.</p> <p>We try to ensure that all Residents are engaged in meaningful activities at CCG and maintain good relationships with our families and friends of the Home too.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safeguarding of our Residents is of paramount importance. We ensure that our colleagues at Cwrt-Clwydi-Gwyn are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. This is asked away from others so Residents have a safe space to answer and share any concerns. The RI has only received positive feedback from Residents regarding feeling safe and protected in the Home which is documented in the Reg 73 Reports.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>We have excellent relationships with the local Safeguarding Team and all of our interactions are appropriate and professional in nature. All Safeguarding incidents are reported appropriately and managed within the HC-One systems, but we do ensure that we learn through our Organisational Learning process from any incidents to avoid any potential incidents in the future.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Cwrt-Clwydi-Gwyn (CCG) has a full refurbishment coming in the next financial year with improvements planned to the communal areas of the Home in particular and a replacement carpet project. We work with the people that live at CCG to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at CCG.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on. This is currently being socialised across the business</p> <p>CCG is at the centre of the community and has many visitors to the Home which supports well being including a garden which is maintained by one of the Relatives of a Resident. The Home are developing a wishes tree to ensure that all Residents have a chance to achieve a wish in the coming year on a larger scale. We are keen to continue the work in the Home to ensure that on a day to day basis the People who live at CCG have the opportunity to achieve their personal outcomes for that day.</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) 21

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	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	1

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

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
<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	0
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	
<b>Contractual Arrangements</b>	
No. of permanent staff	0
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
<b>Staff Qualifications</b>	
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
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	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
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.	7am 7pm 12 hour shifts
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	2
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	17
No. of posts vacant	4
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	5
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.	
Contractual Arrangements	
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
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)	12
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	7am -7pm 7
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	10
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </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	0
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1
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	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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
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	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)	1
No. of part-time staff (17-34 hours per week)	1

No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	2
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.	Maintenance x1 Wellbeing x2
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Glanffrwd Care Home
Telephone Number	01656860586
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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Fees Charged

The minimum weekly fee payable during the last financial year?	691.00
The maximum weekly fee payable during the last financial year?	1579.88

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
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>resident and relative meetings letter Person of the Day is used to gain daily feedback from Residents. Daily walkarounds conducted by HM and Senior Team also contain feedback from our Residents. The RI regularly visits and her Report contains feedback from Residents, along with the Area Director and she talks to all of our Residents. We take every opportunity to listen to our Residents and improve our services where-ever possible.</p>

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	45
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	We have two large gardens to the rear and side of the property, patios with raised planting areas. Pagoda and shade provided by sun umbrellas.
Provide details of any other facilities to which the residents have access	The home has a hairdressers which is equipped with the facilities to carry out the relevant tasks.

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	Yes
List 'Other' forms of non-verbal communication used	Pictorial based on the individual's needs, this includes sign language signs that have been used.

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.	<p>At Glanffwrdd there are several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc. All feedback is captured with the annual feedback from Residents being shared with the teams to make any changes required.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparation for a wider piece of digitisation which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about it. Glanffwrdd has an active Residents Committee that canvasses the views of all Residents in the Home. The ask from this Committee this month is to have more trips out which the Home will facilitate along with other requests which are supported.</p>
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<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>	<ul style="list-style-type: none"> <li>• As set out in the Statement of Purpose for Glanffrwd Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</li> </ul> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Glanffrwd.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity. Contacts with other Organisations locally is gaining momentum after being reduced during COVID. These include:</p> <ul style="list-style-type: none"> <li>• We have good links with a number of local contacts which include:</li> <li>• A local Church visits regularly</li> </ul> <p>Hairdressers on a weekly basis community chiropodist The Lord Mayor of Pencoed will attend events or send a representative. Local MP has good contact with the Home. Local schools and Guides and Scouts have not re-engaged as yet the Home is working on these. Residents are going out with families and friends, but more work needed on community involvement outside of the home. Our Open day last year as part of care Home week was very well supported. Various entertainers, singers, pet therapy visit the Home on a regular basis. The residents enjoy the Gym sessions online weekly. Glanffrwd will continue this year to build on the above and especially to bring the children back into the Home as the Residents thoroughly enjoy these interactions.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Glanffrwd the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. This happens with Residents away from the team so any issues can be shared in private but no concerns have been raised. All Residents have shared that they feel 'safe and well cared for' without exception, including the new arrivals in the Home during April 23.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>Glanffrwd continues to learn from any incidents and maintains excellent relationships with the local Safeguarding teams. There are no current ongoing safeguarding concerns in Glanffrwd.</p>

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

Glanffrd has a continuing refurbishment coming in the next financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at Glanffrd to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at Glanffrd.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.

The Resident Committee also help us ensure that we are meeting individual wishes of Residents in Glanffrd. There is a wish to go shopping by some Residents and use the minibus more, and the interim manager is aware and working on these wishes. During the coming year we are going to work hard to ensure we capture and achieve more exciting wishes for our Residents whatever they may be. Daily outcomes are also incredibly important, and we will continue to work with our Residents to achieve these and ensure that we document these even better in the coming 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)	43
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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	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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life support, Fire Safety, Risk Assessment, Falls Awareness.

#### 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

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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Infection Prevention and Control, Nutrition and Hydration, COSHH, Dignity, MCA and DoLS, Person Centred Care, Quality of Life, Accident Investigation.

#### 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?	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	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	0
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	0
Safeguarding	3
Medicine management	2
Dementia	5
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life Support, Catering Safely, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Promoting Healthy Skin and Wound Care, Quality of Life, Verification of Death.

#### 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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5

#### Nursing care 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	22
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	10
Health & Safety	15
Equality, Diversity & Human Rights	13
Infection, prevention & control	20
Manual Handling	13
Safeguarding	19
Medicine management	0
Dementia	23
Positive Behaviour Management	0
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life Support, Catering Safely, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Quality of Life.

#### Contractual Arrangements

No. of permanent staff	22
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)	16
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.	08:00 to 20:00 - Day shift - 7 20:00 to 08:00 - Night shift - 3 08:30 - 14:30 - Early shift - 2
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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	12
No. of staff working towards the required/recommended qualification	10

#### Registered nurses

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	3
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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	1
Dementia	3
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life Support, Catering Safely, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Infection prevention and Control, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Promoting Healthy Skin and Wound Care, Quality of Life, Verification of Death.
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)	1
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.	08:00 to 20:00 Day shift - 1 20:00 to 08:00 Night shift - 1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	6
Manual Handling	1
Safeguarding	5
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life Support, Catering Safely, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Quality of Life.
<p>Contractual Arrangements</p>	
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
<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)	5
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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	5
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	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	2
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.	Basic life Support, Catering Safety, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Quality of Life.
<p>Contractual Arrangements</p>	
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
<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)	3
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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>Administrator - responsible for the daily admin tasks within the home, finance, payroll, ordering, procurement.</p> <p>Maintenance Officer - responsible for the daily maintenance, checks and compliance, basic repairs, liaising with Property Services for trades and inspections.</p> <p>Activities Co-ordinator - providing a programme of activities to meet the well-being of residents, utilising internal and external stimulus.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life Support, Catering Safety, Choking, Data Privacy, Emergency Awareness, Falls Awareness, Fire Evacuation Drill, Fire Safety Awareness, Nutrition and Hydration, Care Planning, COSHH, Dignity, MCA and DoLS, Modern Slavery Awareness, Oral Health, Person Centred Care, Quality of Life.
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	3

## Service Profile

### Service Details

Name of Service	Llys Newydd Care Home
Telephone Number	012 69832472
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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### Fees Charged

The minimum weekly fee payable during the last financial year?	718.51
The maximum weekly fee payable during the last financial year?	1048

### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly meeting for People we Support Annual Questionnaire Person of the Day feedback from individual Residents every month Visits by the Area Director and the Responsible Individual also gather independent feedback from our Residents.

### Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a lawned garden at the front of the property with some shrubs and seasonal flowers with benches for people to use. There is a safe enclosed garden at the rear which is laid to patio. This is accessible from the lounge and is a 'safe space' for people to use as they please. It has benches, tables and chairs and parasols in the summer. There are raised beds and potted plants and seasonal flowers

Provide details of any other facilities to which the residents have access

There are two communal lounges, seated areas in the foyer and under the stairs. There is one communal dining room and a hairdressing room on the first floor

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

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.

Llys Newydd have several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.

There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.

There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.

The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc. All feedback is captured with the annual feedback from Residents being shared with the teams to make any changes required.

Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)

During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about it and how. Families and friends are used to help us capture the views of our Residents living with a dementia diagnosis in the Home who cannot share their thoughts. This is very important to the team at Llys Newydd.



<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>As set out in the Statement of Purpose for Llys Newydd Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Llys Newydd and we have received compliments regarding this.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity</p> <p>We have good links with a number of local contacts which include:</p> <p>The local Vicar that comes to do monthly services in the home  A Ukulele and who come and provide interactive sessions  Therapy dogs new to the Home but very much enjoyed  Local Singers – they have been to the home to sing for us when they can and attended our Open Day  and have been to the home to sing, and contributed to our art competition one open day</p> <p>We have good links with our local MP's who visit regularly  Residents attend Singing for the Brain when possible  A local Centre for activities have opened up to the community again so we will be able to resume going there for activities  Our Well Being holds coffee mornings for charities that the Residents support and we celebrate all of our special days of the year.</p> <p>Easter bonnet competition, raffle and Easter Egg Hunt  Christmas Party – attended by Father Christmas and grandchildren etc invited to attend party and we attend the local pubs for meals when possible. We are very active at Llyds Newydd.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Llys Newydd the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales.</p> <p>We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. We also speak to our families / friends as sometimes our Residents are not able to share how they feel specifically about their own safety due to living with a dementia diagnosis.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>We have worked hard with the local Safe Guarding Teams supporting Llys Newydd over the past year and have developed an open, transparent and supportive relationship with visits to the Home and feedback about what is going well and what would be 'even better if'. We will continue to work on this over the coming year.</p>

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

Llyds Newydd has a full refurbishment ongoing currently, with new flooring in communal areas which has been awaited. Decoration of communal areas is also ongoing, and rooms are refreshed regularly. We work with the people that live at Llyds Newydd to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Llyds Newydd.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.

The people who live at Llyds Newydd are supported in their journey of living with a dementia diagnosis and our offer and acceptance of lots of different wellbeing activities is very important.

We will continue to work with both the Residents and their loved ones to achieve any more significant wishes this year and continue to work on the day to day achievements with specific daily outcomes for our 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)	33
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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.	Basic Life Support Catering Safely Minimising Risk of Choking Data privacy Emergency procedures Falls awareness and prevention Fire safety Infection prevention and control Nutrition and hydration Safer people handling- direct care Care planning: Dignity: the one who matters Discovering IDDS: Food and Drink Textures and Tasting Fire - Fire Safety talk MCA and Dols – Understanding your role Person-Centred Care Promoting Healthy Skin and Wound Care

**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

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.	<ul style="list-style-type: none"> <li>Basic Life Support</li> <li>Catering Safety</li> <li>Minimising Risk of Choking</li> <li>Data privacy</li> <li>Emergency procedures</li> <li>Falls awareness and prevention</li> <li>Fire safety</li> <li>Infection prevention and control</li> <li>Nutrition and hydration</li> <li>Safer people handling- direct care</li> <li>Care planning:</li> <li>Dignity: the one who matters</li> <li>Discovering IDDSI: Food and Drink Textures and Tasting</li> <li>Fire - Fire Safety talk</li> <li>MCA and Dols – Understanding your role</li> <li>Person-Centred Care</li> <li>Promoting Healthy Skin and Wound Care</li> </ul>
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#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

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

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	10
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	9
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	9
Safeguarding	10
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Catering Safety Minimising Risk of Choking Data privacy Emergency procedures Falls awareness and prevention Fire safety Infection prevention and control Nutrition and hydration Safer people handling- direct care Care planning: Dignity: the one who matters Discovering IDDSI: Food and Drink Textures and Tasting Fire - Fire Safety talk MCA and Dols – Understanding your role Person-Centred Care Promoting Healthy Skin
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	10
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: 2px;">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)	5
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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-8pm 1 senior, 4 care 9pm-8am - 1 senior, 3 care
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	3
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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: 2px;">Filled and vacant posts</div>	
No. of staff in post	15
No. of posts vacant	2

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	7
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	14
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	12
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Minimising Risk of Choking Data privacy Emergency procedures Falls awareness and prevention Fire safety Infection prevention and control Nutrition and hydration Safer people handling- direct care Care planning: Dignity: the one who matters Discovering IDDSI: Food and Drink Textures and Testing Fire - Fire Safety talk MCA and Dols – Understanding your role Person-Centred Care Promoting Healthy Skin and Wound Care

#### Contractual Arrangements

No. of permanent staff	15
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)	5
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3

#### 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-8pm - 1 senior, 4 care staff 8pm-8am - 1 senior, 3 care staff
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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	6
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> <li>Basic Life Support</li> <li>Minimising Risk of Choking</li> <li>Data privacy</li> <li>Emergency procedures</li> <li>Falls awareness and prevention</li> <li>Fire safety</li> <li>Infection prevention and control</li> <li>Nutrition and hydration</li> <li>Dignity: the one who matters</li> <li>Discovering IDDSI: Food and Drink Textures and Tasting</li> <li>Fire - Fire Safety talk</li> <li>MCA and Dols – Understanding your role</li> <li>Person-Centred Care</li> <li>Promoting Healthy Skin</li> </ul>
<p>Contractual Arrangements</p>	
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
<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)	5
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	2
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	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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Catering Safety Minimising Risk of Choking Data privacy Emergency procedures Falls awareness and prevention Fire safety Infection prevention and control Nutrition and hydration Dignity: the one who matters Discovering IDDSI: Food and Drink Textures and Tasting Fire - Fire Safety talk MCA and Dols – Understanding your role Person-Centred Care Promoting Healthy Skin and Wound Care
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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	2
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 - General administration, payroll, finance, support recruitment procedures Maintenance Operative - Maintenance, repair and gardening Wellbeing Co-ordinator - Activities, trips out, wellbeing of residents
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	2
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Minimising Risk of Choking Data privacy Emergency procedures Falls awareness and prevention Fire safety Infection prevention and control Nutrition and hydration Safer people handling- direct care Dignity: the one who matters Discovering IDDSI: Food and Drink Textures and Testing Fire - Fire Safety talk MCA and Dols – Understanding your role Person-Centred Care Promoting Healthy Skin and Wound Care
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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Meadowlands
Telephone Number	01685879292
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	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	49
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	885.80
The maximum weekly fee payable during the last financial year?	1296

##### 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	2
Number of complaints partially upheld	1
Number of complaints not upheld	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident annual survey Residents meeting Have your say machine based in the home reception Care home.co.uk
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#### Service Environment

How many bedrooms at the service are single rooms?	47
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home has a large secure outside garden space which is paved with a patch of artificial grass, there are raised flower beds which the residents can access and a large Pagoda allowing residents and family to shade in when the weather is very hot.  There is a smaller open garden which is very decorative has seating areas for family to sit out in with residents, this garden was created by the maintenance operative at the home and family members planting flowers in the flower beds.
Provide details of any other facilities to which the residents have access	There is a small quiet room with a TV in it to allow residents individually or in small groups to have activities. There is seating areas spread around the home should a resident want to sit away from others.  There is a hairdressing room where a regular hairdresser who visits the home weekly can support both ladies and gents to have their hair done

#### 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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>
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<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>At Meadowlands there are several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required. The organisation has also provided a mailbox for feedback.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitisation which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about it and how. Meadowlands cares for people living with a dementia diagnosis so including feedback from relatives and friends is imperative feedback from relatives and others has been very positive, but we are still working to ensure the Home goes from strength to strength in the coming year.</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>As set out in the Statement of Purpose for Meadowlands Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Meadowlands. We engage the family and friends too as our Residents are living with a dementia diagnosis.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity and our garden has been recently refurbished and is ready for planting by the people who live at Meadowlands.</p> <p>We have good links with a number of local contacts which include:</p> <p>Visits to the local churches if appropriate for our Resident.</p> <p>The Local vicar visits monthly to carry prayers and communion for all Residents and visitors that want to join, and any colleagues too.</p> <p>We have links with Jehovah witness and the catholic church.</p> <p>We are fortunate to have links with the local creche and community school who visit and our Residents really appreciate this and indeed benefit.</p> <p>We continue to try and support our Residents to live a fulfilled life engaging with friends and family and ensuring that our Residents are active and fulfilled as much as they are able living with a dementia diagnosis.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Meadowlands the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents and their friends and family whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. For those that are unable to use language we continue to use non verbal communication, and ensure we report any deviation from routine behaviours for individuals which may tell us a story.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk. The Meadowlands team has an excellent relationship with the local Safe Guarding Team and will seek advice and guidance as required with any issues. There are no current issues with Safeguarding in the Home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Meadowlands has had a refurbishment in the previous financial year with improvements to the communal areas of the Home in particular. We work with the people that live at Meadowlands to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Meadowlands.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.</p> <p>We have developed the garden at Meadowlands over the past year as well to ensure there is a safe space for our Residents to purposefully walk as they need / want to. This is now ready for planting and the Residents will be undertaking this. As set out above rooms are personalised in the Home again we are trying to improve these over the coming year to ensure that People at Meadowlands who are nursed in bed are supported with visual and audible stimulation as appropriate to meet their needs.</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) 63

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	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.	GDPR Legionella safeguarding level3 Catering safely SPH building great teams choking COSHH Various Dementia courses IDSSI- textured food and drink. Duty of Candour Emergency procedures fire Safety, maintaining a safe environment MCA and DoLS practical management	
Contractual Arrangements		

No. of permanent staff	64
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)	31
No. of part-time staff (17-34 hours per week)	31
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	11
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	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	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.	Accident investigation Catheterisation for nurses COSHH Emergency procedures Risk Assessment Person centered care. Choking Data Privacy MCA and DoLS Fire Safety IDDSI-TEXTURED FOOD PEG training Safer People Handling
<b>Contractual Arrangements</b>	
No. of permanent staff	64
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	31
No. of part-time staff (17-34 hours per week)	31
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	14
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2

Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catering safely Dignity, equality and Diversity safeguarding IDSSI food and diet textures weight management nutrition and hydration infection control Quality of life Food safety Emergency procedures
<b>Contractual Arrangements</b>	
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
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
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	4
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Accident investigation Catheterisation COSHH Data Privacy IDSS!- food and fluid textures Emergency procedures Fire Safety Health and Safety Infection control Person Centered Care Promoting healthy skin Quality Learning Journey Safeguarding

### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	1
No. of part-time staff (16 hours or under per week)	0

### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Registered nurses shift pattern is a 12 hour shift 8a m to 8pm or 8pm to 8am. There are 2 registered N nurses on day shift and 2 on night shift.
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### Senior social care workers providing direct care

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	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding First aid training MCA COSHH IDSSI Fire Safety Infection control Data Privacy

#### 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)	5
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.	The shift pattern is 12 hours from 8am till 8pm. Average of 3 senior carers on shift
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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	7
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
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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	33
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	15
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	33
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH DATA PROTECTON CHOKING IDSSI SAFEGUARDING DUTY OF CANDOUR EMERGENCY PROCEDURES INFECTION CONTROL MCA &DOLS

Contractual Arrangements

No. of permanent staff	33
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)	17
No. of part-time staff (17-34 hours per week)	16
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.	Shift Pattern is 12 hour shifts from 8am to 8pm or 8 pm till 8am On a day shift there are 10 carers two of which could be senior carers. On a night shift there are 4 carers.
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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	7
No. of staff working towards the required/recommended qualification	1
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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH DATA PROTECTON CHOKING IDSSI SAFEGUARDING DUTY OF CANDOUR EMERGENCY PROCEDURES INFECTION CONTROL MCA & DOLS
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
<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)	6
No. of part-time staff (16 hours or under per week)	1
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	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	1
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH DATA PROTECTON CHOKING IDSSI SAFEGUARDING DUTY OF CANDOUR EMERGENCY PROCEDURES INFECTION CONTROL MCA &DOLS Catering Safely
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	

No. of staff who have the required qualification	7
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>Administrator-providing support to the manager and home</p> <ul style="list-style-type: none"> <li>- Ordering</li> <li>-purchase ledger</li> <li>-contracts and funding for admissions payroll</li> <li>Reconciliation of funds.</li> </ul> <p>Maintenance Operator</p> <ul style="list-style-type: none"> <li>- maintaining a safe environment</li> <li>-Fire Checks</li> <li>- Health and safety checks</li> <li>- Responsible for maintaining grounds outside of the building.</li> </ul> <p>Well being coordinator</p> <ul style="list-style-type: none"> <li>-Planning Activities for the home</li> <li>-assessing residents using the sunshine scale to brighten up rooms.</li> <li>-Creating and maintaining links with the local community.</li> <li>-Creating individual care plans for residents</li> </ul>
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Legionella safe environment</p> <p>COSHH</p> <p>Fire safety</p> <p>Dementia Training</p> <p>Emergency procedures</p> <p>Choking</p> <p>Maintenance aman,s induction included weekly, monthly safety checks.</p>
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)	3
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	3
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Parklands
Telephone Number	02920880525
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	No other languages used in the provision.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	725.64
The maximum weekly fee payable during the last financial year?	1321.56

##### 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	1
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?	Daily walk rounds, meeting with residents daily talking to residents within the home and listening to any issues or concerns and just having a general conversation, resident of the day, residents care reviews, Residents meetings, residents survey, feedback from residents after any visiting professionals

#### Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have 1Patio area which is directly off the lounge, access is through double patio doors.
Provide details of any other facilities to which the residents have access	Coffee area, hairdressing salon & communal conservatory.

#### 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>At Parklands several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about and how. Recent feedback from the Residents and Visitors at Parklands was super with some lovely comments about the care and support of the staff and the individualised approach that the Residents feel is taken treating them each as an individual. Mealtimes were particularly praised, and the work of the Chef to ensure that favourite Welsh dishes are enjoyed again ensuring that Residents are heard.</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>As set out in the Statement of Purpose for Parklands Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Parklands Care Home.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity</p> <ul style="list-style-type: none"> <li>• We have good links with a number of local contacts which include:</li> </ul> <p>Our local Catholic Church provides spiritual support for people. A Christian Charity, come to the home as they give spiritual support but also provide solemn music and poetry.</p> <p>A company that comes into parklands to support people with physical activity within the home.</p> <p>Gym - Exercise class provided virtually and hugely enjoyed.</p> <p>As set out above the Residents at Parklands have given very good feedback, this will be built on over the coming year to ensure that people are really happy and we try and go over and above a "normal" Care Home living environment.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. This is done away from members of the Parklands team and others to make sure that we are giving our People an opportunity to really share if there were things that they would like to change or that are worrying them. No negative feedback was received in the Home.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights;</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>The Parklands Home Manager and senior team have an excellent relationship with the local Safe Guarding team and have no current issues in the Home with regards to safeguarding.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Parklands has had some refurbishment over the previous financial year and has some planned improvements in the coming year to the communal areas of the Home in particular. We work with the people that live at Parklands to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at Parklands.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.</p> <p>Parklands has a request for the windows in the conservatory to be replaced, along with some internal flooring and the refurbishment of the communal bathroom upstairs. Flooring in the kitchen has recently been replaced, but an issue has been raised as this is not "perfect" and below our normal standards so will be redone. Overall the gardens are accessible and we have a very active Maintenance Operative at the Home who is working hard to ensure that rooms are well maintained along with the Home itself. Where-ever possible Residents are fully involved in any changes being made to the Home, and the windows in the conservatory were raised by the Residents to the RI during a recent visit.</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)	35
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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	47	
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)	24
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	3

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	20
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	5

#### 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

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
<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	6
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.	
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:30 - 19:30 19:30 - 07:30
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	6
Registered nurses	
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	2
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	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)	2
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.	07.30-19.30 12 hour shift
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	26
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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	26
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)	0
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	4
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.	07.30-19.30 19.30-07.30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
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	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	3
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	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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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: reasonable for finance, payroll, residents contracts, requesting property help desk for repairs and valued part of the management team. Maintenance operative: Full responsibility for the general up keep of the home/ Property. Well Being Co-ordinator, responsible for the day to day support of the Residents both in group activities and one to one support.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	2
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	Peniel Green Care Home
Telephone Number	01792773034
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	NONE

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	48
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	658.55
The maximum weekly fee payable during the last financial year?	1290.88

##### 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?	Monthly resident meetings, Letters sent to NOK from head office, Social services letters sent. We ensure that the daily walkarounds of the Home Manager contain feedback from Residents, and we have a Resident of the day process which captures feedback from our Residents about their room, their care, and they meet with the HM, Chef, House Keeper and Maintenance Operative and any issues are escalated that need attention. We believe that due to the good communication in the Home this is why we have not had any complaints in the past year.

### Service Environment

How many bedrooms at the service are single rooms?	35
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	35
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A small outside area, that has a garden and a paved area which is secure. there is an outside seating area to enjoy the warmer months. Area is flat and can be accessed by the main door or by the french doors within the lounge areas.
Provide details of any other facilities to which the residents have access	hairdresser, chiropody, GP, Dentist, Optician, OT, Physiotherapy.

### 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

### 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>Peniel Green has several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required. The organisation has also provided a mailbox for feedback.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc. All feedback is captured with the annual feedback from Residents being shared with the teams to make any changes required.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us.</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>As set out in the Statement of Purpose for Peniel Green Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident at Peniel Green and enabling Residents to enjoy such things as the "Snooker Open" where a lady has been enabled to have meals in her room, and really enjoy the recent Welsh Contestants' rise.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity</p> <p>We have good links with a number of local contacts which include:</p> <p>Local Catholic and other Churches in the area, with Home Visits to residents. We are re-establishing some of the relationships with outside groups that stopped during COVID and will work hard on this in the coming year. We do have regular entertainers into the Home and we enjoy exercise classes with a virtual Gym too.</p> <p>We encourage our Residents' friends and relatives to visit the Home and some come and eat with our Residents too which is super to see and everyone enjoys that interaction.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Peniel Green the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. Residents are spoken to away from the Home team and on their own to ensure that we try and capture anything that could be "even better" or they are worried about. The feedback from the people living in Peniel Green has been overwhelmingly positive.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>The Peniel Green Management team have super relationships with the local Safeguarding team and there are no outstanding issues in the Home with regards to Safeguarding. Any concerns are escalated appropriately, and managed effectively by the Home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Peniel Green has had some refurbishments in the previous year, and some planned for the next financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at Peniel Green to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfil their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Peniel Green.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.</p> <p>Peniel Green does have more work that it wants to do in terms of the achievement of personal outcomes for Residents with the development of a wishes tree, and trying to capture larger wishes that are harder to achieve and do them with Residents. However, we also need to focus on day to day personal outcomes and recording these and measuring achievements, again this is a focus for the coming year.</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) 11

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	31
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	13
Health & Safety	29
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	28
Safeguarding	28
Medicine management	31
Dementia	29
Positive Behaviour Management	0
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	distress and aggressive resistance 28 confusion and disorientation 26 communication 26
Contractual Arrangements	
No. of permanent staff	30
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)	12
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	3

#### 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	1

#### 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

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.	no

#### 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
<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	2
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	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	3
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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)	2
No. of part-time staff (17-34 hours per week)	1
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.	08:00 - 14:00 14:00 - 20:00 08:00 - 20:00 20:00 - 08:00
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SPH coach
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00 - 14:00 14:00 - 20:00 08:00 - 20:00 20:00 - 08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
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	5
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	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	12
Manual Handling	11
Safeguarding	11
Medicine management	12
Dementia	11
Positive Behaviour Management	11
Food Hygiene	13
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	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)	10
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.	08:00 - 14:00 14:00 - 20:00 08:00 - 20:00 20:00 - 08:00
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	1
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	5
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	5
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	3
Medicine management	5
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
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
<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)	3
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	2
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	1
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>Administrator-providing support to the manager and home</p> <ul style="list-style-type: none"> <li>- Ordering</li> <li>-purchase ledger</li> <li>-contracts and funding for admissions payroll</li> <li>Reconciliation of funds.</li> </ul> <p>Maintenance Operator</p> <ul style="list-style-type: none"> <li>- maintaining a safe environment</li> <li>-Fire Checks</li> <li>- Health and safety checks</li> <li>- Responsible for maintaining grounds outside of the building.</li> </ul> <p>Well being coordinator</p> <ul style="list-style-type: none"> <li>-Planning Activities for the home</li> <li>-assessing residents using the sunshine scale to brighten up rooms.</li> <li>-Creating and maintaining links with the local community.</li> <li>-Creating individual care plans for residents</li> </ul>

Filled and vacant posts

No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	3
Dementia	4
Positive Behaviour Management	4
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	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)	2
No. of part-time staff (16 hours or under per week)	1

### Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Plas Cwm Carw Care Home
Telephone Number	01639890224
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	72
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1180
The maximum weekly fee payable during the last financial year?	1331.58

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0

Number of complaints upheld	4
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 daily with our Residents during walk arounds in the Home, and using the Person of the Day when every Resident is seen and spoken to by all the Heads of Department, The Chef, Head House Keeper and Maintenance Operative.</p> <p>We have regular Resident meetings, and Relative meetings as well as our yearly review which is sent out independently. There is a telephone line that can be used for any concerns and our Area Director captures the views of our Residents during her monthly visits. The Registered Individual also captures Resident feedback and any "even better if" ideas from our Residents so we can continually change and improve our service and keep our Residents happy and safe.</p>

#### 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?	62
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	we have 2 enclosed gardens
Provide details of any other facilities to which the residents have access	1 hairdressing salon 1 communal bar

#### 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	Yes
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.

<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>At Plas Cwm Carw several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and remains open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required. There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitisation which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about and how. The Residents in the Home, despite the quality issues over the past months, have given super feedback about their care and support, along with families in the Home. We continue to make excellent progress with a shared action plan with the Local Authority, and continue to listen to our Residents and act on feedback.</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>As set out in the Statement of Purpose for Plas Cwm Carw Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Plas Cwm Carw. This has been much improved over the past few months, and whilst there is more to do we are on an exciting journey to ensure our Residents are really "at Home" in their accommodation.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity and lots of "party" type celebrations where we utilise our outside space a great deal.</p> <p>We have good links with a number of local contacts which include:</p> <ul style="list-style-type: none"> <li>• Knit and Natter group</li> <li>• The local Mosque – Visit with food for the residents and colleagues – Talks about their culture –</li> <li>• Faith services with singing – a number of them attend to support our residents –</li> <li>• Local School children attend to sing.</li> </ul> <p>We are building a wishes tree in the Home to further build on our Residents well being and health, trying to capture some of those larger aspirations that have not been fulfilled yet, and succeeding to deliver these.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Plas Cwm Crw the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. This happens away from the Home team, and others so that Residents can share any concerns they have This will be further built on over the coming year.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>We have taken action at Plas Cwm Crw over the past year to ensure that our Management Team is fit for purpose. The current Management team have an excellent relationship with the Safeguarding Board and continue to work tirelessly to ensure the people who live at Plas Cwm Crw live their very best lives.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>Plas Cwm Crw has had considerable investment over the past year, and will continue to benefit from further investment in the coming year. We work with the people that live at Plas Cwm Crw to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Plas Cwm Crw.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.</p> <p>The outdoor space at Plas Cwm Crw is of great benefit to the Residents and well used with lots of "party" type activities which the Residents really enjoy. The kitchen and other key areas of the Home have benefitted from investment, and we hope to build on this over the coming year to make the Home the very best it can be.</p> <p>We are working on a Wishes Tree where our Residents can capture anything they would like to do that they have not yet achieved and we will be doing our best to meet these wishes over the coming year. We also are ensuring that our day to day activities with our Residents captures their own required personal outcomes to ensure that Residents do live their very best lives with us.</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)	52
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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
<b>Staff Qualifications</b>	
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	1
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.	
<b>Filled and vacant posts</b>	
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.	
<b>Contractual Arrangements</b>	
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

<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	48
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	58
Health & Safety	58
Equality, Diversity & Human Rights	58
Infection, prevention & control	58
Manual Handling	58
Safeguarding	58
Medicine management	58
Dementia	58
Positive Behaviour Management	58
Food Hygiene	58
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	48
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)	42
No. of part-time staff (17-34 hours per week)	4

No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	08.00 20.00 11 20.00 08.00 6 08.00 14.00 1 14.00 20.00 1
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	18
Registered nurses	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	6
No. of posts vacant	4
<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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	6
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	



No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
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.	08.00 20.00 20.00 08.00
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	7
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08.00 20.00 20.00 08.00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	7
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	6
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	7
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	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	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
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)	3
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	3
<b>Other types of staff</b>	
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>Administrator-providing support to the manager and home</p> <ul style="list-style-type: none"> <li>- Ordering</li> <li>-purchase ledger</li> <li>-contracts and funding for admissions payroll</li> <li>Reconciliation of funds.</li> </ul> <p>Maintenance Operator</p> <ul style="list-style-type: none"> <li>- maintaining a safe environment</li> <li>-Fire Checks</li> <li>- Health and safety checks</li> <li>- Responsible for maintaining grounds outside of the building.</li> </ul> <p>Well being coordinator</p> <ul style="list-style-type: none"> <li>-Planning Activities for the home</li> <li>-assessing residents using the sunshine scale to brighten up rooms.</li> <li>-Creating and maintaining links with the local community.</li> <li>-Creating individual care plans for residents</li> </ul>
<b>Filled and vacant posts</b>	
No. of staff in post	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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)	2
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	3
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Quarry Hall Care Home
Telephone Number	02920791291
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh a little

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	75
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### Fees Charged

The minimum weekly fee payable during the last financial year?	820.47
The maximum weekly fee payable during the last financial year?	1519.00

### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	newsletters, social media, care reviews, surveys

## Service Environment

How many bedrooms at the service are single rooms?	86
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	85
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	three enclosed gardens. One small garden outside Quarry Gardens- paved area with raised flower beds, One small garden outside Forest View, with grass and paved area raised flower beds. One large garden, partially paved, partially grass, with water feature and raised flower beds adjacent to the main building with access from the coffee shop. Spacious grounds with trees and wildlife to admire.
Provide details of any other facilities to which the residents have access	Cinema room, hairdressing salon, cafe and bar.

#### 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>Several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required. The organisation has also provided a mailbox for feedback.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, and what we're going to do about and how. The team at Quarry Hall have continued to take regular feedback from their Residents, and the RI has captured feedback in her Reports along with the Area Director. The Home is moving forwards in this area and the recent CIW feedback has praised the detail of feedback from our Residents and Colleagues in the RI Report.</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>As set out in the Statement of Purpose for Quarry Hall Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Quarry Hall. Whilst this has been work in progress over the past six months we have made great progress and we continue to focus on this for our Residents.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity We have good links with a number of local contacts which include:</p> <ul style="list-style-type: none"> <li>•Spiritual support: every third Thursday – church services.</li> <li>Community school: St Iltyds Catholic School – Seasonal events with the participation of students.</li> <li>Therapy dog services – monthly.</li> <li>Local Leisure Centre – residents attend afternoon when available.</li> <li>Goldies sing &amp; smile Cymru – Singing sessions.</li> </ul> <p>This is not an exhaustive list, just a flavour of the support and community involvement we have.</p>

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

The safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.

We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns.

We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights

Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.

We have worked very hard with the local safeguarding teams over the past year and maintain those excellent relationships.

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

Quarry Hall has had a programme of refurbishment over the previous financial year with improvements to the communal areas of the Home in particular. This work of improvement continues in the Home. We work with the people that live at Quarry Hall to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfil their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at Quarry Hall.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on. This is currently being socialised across the business.

We have had positive comments regarding our wellbeing offer to our Residents in our recent CIW inspection and we continue to involve all of our team in ensuring our Residents live their very best lives. We are working hard on 'personal wishes' those things that people have not achieved but would like to while they live in the Home - we have lots of ideas and will share these in our next Annual Return.

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
	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	01
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	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 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
<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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
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?	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	3
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	3
Medicine management	2
Dementia	3
Positive Behaviour Management	2
Food Hygiene	2
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)	3
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 social care worker	3

No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	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	46
No. of posts vacant	7
<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	46
Health & Safety	46
Equality, Diversity & Human Rights	46
Infection, prevention & control	46
Manual Handling	46
Safeguarding	46
Medicine management	46
Dementia	46
Positive Behaviour Management	46
Food Hygiene	46
Please outline any additional training undertaken pertinent to this role which is not outlined above.	dementia training person-centered care training
Contractual Arrangements	
No. of permanent staff	46
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)	25
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	2
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-0800-2000 12 staff Night shift 2000-0800 8 staff
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	46
No. of staff working towards the required/recommended qualification	0
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>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	4
<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	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	registered with the nmc
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)	3
No. of part-time staff (17-34 hours per week)	3
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.	Shift pattern 0800-2000 and 2000-0800hrs. one nurse on shift in each nursing community, two nurses per shift.

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	wellbeing training
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	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.	wellbeing staff work between the hours of 0800-1700hrs, hours vary day to day to suit the requirements of residents over the week.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	2
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	5
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	7

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	5
No. of posts vacant	4
<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	4
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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, manage repairs and maintain the environment for the service users.</p> <p>Administrator who looks after the financial aspects of the Home and all of the care archiving and day to day running of the Home from an administrator perspective.</p> <p>Well Being Co-ordinator who works with the Residents in all Communities to support their well being providing activities that they enjoy, trips out, well being discussions and arranging entertainment in the Home.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	St Martins Court Care Home
Telephone Number	01792795844
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	85
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### Fees Charged

The minimum weekly fee payable during the last financial year?	576
The maximum weekly fee payable during the last financial year?	1208

### 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	0
Number of complaints partially upheld	1
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	complaints were concerns and we were able to manage in house and provide feedback via face to face meetings and letters. to consult with people using the service we use questionnaire's, r resident and family meetings and one to one meeting and reviews along with daily communication in the home. we also have our hav e your say machines in the home for people to leave feedback.

## Service Environment

How many bedrooms at the service are single rooms?	67
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	67
How many bathrooms have assisted bathing facilities?	4
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	we have 2 garden areas with seating areas for residents to enjoy , the ground around the carpark and front of the home is cared fo r by our contracted gardeners , however there are raised beds at the front of the buildings and some seating areas should resident s wish to be active with the up keep of the front garden area.

Provide details of any other facilities to which the residents have access

At St Martins we have a cinema room, hair salon, a bar and a relaxing sunny conservatory area for residents to enjoy. St Martins also has access to a minibus with wheelchair access, to allow residents the ability to go out and enjoy the community accompanied by our wellbeing team

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

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.

St Martins has several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.

There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.

There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.

The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc. We are working to improve this over the coming year.

Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)

During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us.

<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>As set out in the Statement of Purpose for St Martins Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in St Martins.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity</p> <p>We have good links with a number of local contacts which include:</p> <p>Visits from local councillors</p> <p>Regular faith services and are happy to support in the Home whenever required.</p> <p>We have visits from local school children, and of course entertainers that our Residents choose.</p> <p>We are developing our links further with local schools and nurseries and starting to ensure that our Residents have as much access outside of the Home as possible with visits to pubs etc in the area.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At St Martins the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. This is done in the privacy of the Residents' environment to ensure that they are able to share anything that they feel is necessary. The RI had overwhelmingly positive feedback on her last visit to the Home, with no issues regarding safety and worries about colleagues or care which was super.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>The current management team in the Home have worked very hard to establish good and trusting relationships with the local Safeguarding teams and excellent feedback has been received from them, but also from the local District Nursing Teams and other Professionals too.</p>

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

St Martins has had significant investment over the previous year, but there is more to be done in and around the Home with more improvements planned to the communal areas of the Home in particular. We work with the people that live at St Martins to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the wellbeing of the people that live at St Martins.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.

As stated above we know that we have more work to do to ensure that our Residents meet their personal achievements and Wishes and to that end will be developing a wishes tree in the Home to try and capture anything that individuals want to achieve that they have not yet done. We are also working on improving our offer to our male residents who would like more access to the local public houses and male focussed wellbeing. We continue to try and ensure that daily outcomes are captured for our Residents on a daily basis and achieved for and with them - enabling Residents to live their very best lives at St Martins.

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)	51
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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
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Other relevant professional training undertaken as previous HM was a Nurse so maintained her PIN / R registration. TAM currently holding the Home but new Home Manager commences in June for ST Martins
<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	01
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	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	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	00
No. of volunteers	00
No. of Agency/Bank staff	00
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?	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	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	0
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)	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 social care worker	1
No. of staff working towards the required/recommended qualification	0

#### Nursing care 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	3
No. of posts vacant	2



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	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
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	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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08.00 - 20.00 x1
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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	3
No. of staff working towards the required/recommended qualification	0

#### Registered nurses

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	4
No. of posts vacant	2
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	3
Positive Behaviour Management	4
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)	2
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.	8.00- 20.00 x 2 nurses 20.00 - 08.00 x 1 nurse
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
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.	08.00-20.00 x1 20.00 - 08.00 x 1
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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	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
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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	47
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	47
Health & Safety	47
Equality, Diversity & Human Rights	47
Infection, prevention & control	47
Manual Handling	47
Safeguarding	47
Medicine management	34
Dementia	47
Positive Behaviour Management	47
Food Hygiene	47
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	43
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	10
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	9
<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.	lodge 08.00 - 20.00 x 3 20.00- 08.00 x2 court 08.00-20.00 x 4 20.00- 08.00 x 3
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	36
No. of staff working towards the required/recommended qualification	4
<p>Domestic staff</p>	
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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

#### Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1

#### Catering 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	7
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	2
No. of part-time staff (17-34 hours per week)	3
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	1
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 Officer- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.</p> <p>Home Administrator- To complete payroll and manage staff file compliance process DBS checks , manage admin for admissions/waiting lists and invoicing . work at the front of house as meet and greet for visitors.</p>

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
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)	2
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

#### Service Profile

#### Service Details

Name of Service	The Daffodils Care Home
Telephone Number	01685386745

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	718
The maximum weekly fee payable during the last financial year?	1228

##### 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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have a Have your say machine in reception which residents and visitors are able to record their views. We have resident meetings Head office send out an independent survey to gauge the views of residents and their families. The manager talks to all residents every day on the daily walk round and these views are recorded We have an annual company review which captures the views of our Residents.

##### Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	We have an enclosed garden and a visiting pod
Provide details of any other facilities to which the residents have access	we have access to the local community. The home has a minibus which residents can use to access the wider community

##### 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

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>The Daffodils Care Home has several methods available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc. The minibus was an addition to the Home in this previous year.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitisation which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters and what we are going to do about it.</p> <p>The Daffodils enjoys really good Resident and relative feedback and a very active group of Residents who are able to tell us what they like and dislike, and the Home Manager works so hard to ensure that this is listened to and acted on. This is demonstrated in the feedback captured.</p>
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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.

As set out in the Statement of Purpose for The Daffodils Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.

We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing

We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in The Daffodils rooms are wonderfully decorated and full of what the Resident would like.

We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity

We have had a minibus delivered this year and this is making a huge difference to the Residents in the Home with regular trips outside that they have missed during the COVID period. Lovely feedback was received by the RI regarding this during her most recent visit.

- We have good links with a number of local contacts which include:

A weekly visit from the local community church. People from all denominations visit the service and are actively involved with songs, hymns and prayers. People use percussion instruments and the sessions are enjoyed by all in the home.

The local primary school visits and engages with our People. Children sing songs and engage with residents

We have visited the local comprehensive school for concerts but also just coffee mornings to forge the intergenerational gap.

We also have 3 active members of the salvation army living with us so they visit quite often.

The Daffodils works very hard to encourage and maintain relationships outside of the Home and the people who live in the Daffodils are happy to share their experiences with the team.

There is a piece of work in the coming year to have a wishes tree so that Residents can identify and achieve anything they would like to in the coming year.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At the Daffodils the safeguarding of our Residents is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.</p> <p>We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. The RI enables private conversations with the people who live in the Home to ensure that there are opportunities for them to share any concerns or worries. None have been expressed over the previous year's visits.</p> <p>We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights</p> <p>Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.</p> <p>The Daffodils management team have an excellent relationship with the local Safeguarding Team / Board and are able to escalate any concerns which are always taken seriously. There are no current outstanding issues regarding Safeguarding for the Home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.</p> <p>The Daffodils has had significant investment and refurbishment over the previous year, and will benefit from the regular refresh programme in the coming financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at The Daffodils to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at The Daffodils.</p> <p>Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.</p> <p>The minibus has been a great addition to the Home in the previous year. The Home will continue to work on access to the outside space for the Home which has been identified as requiring improvement, and anything that will ensure that personal outcomes are both captured and achieved on a day to day basis for our Residents that live in the Home.</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) 30

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.	Dementia Awareness, Communication, Data Privacy, care planning and record keeping,	
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

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.	Data Privacy, Care planning

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
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	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
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)	5
No. of part-time staff (17-34 hours per week)	0
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.	12 hours shifts, 33-44 hours per week for senior staff usually 2 seniors on shift with 3 care staff by day and 2 seniors and 2 care staff by night
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	2
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	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	7
Safeguarding	14
Medicine management	7
Dementia	10
Positive Behaviour Management	10
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	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)	12
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.	12 hour shifts 7am till 7pm or 7pm till 7am 5 per day shift 4 per night shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
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	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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	1
Manual Handling	1
Safeguarding	4
Medicine management	0
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)	0
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	4
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	2
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	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	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2
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.	Maintenance Officer who helps maintain the building and undertake repairs as required Administrator who deals with all the financial and administrative tasks involved with running the Home as well as archiving and keeping things in order from a commercial / admin perspective and the day to day running of the home. wellbeing Co-ordinator who looks after the wellbeing of the residents, alongside the whole team. They help to provide meaningful activities for all of our Residents and ensure we go out and about too.
Filled and vacant posts	
No. of staff in post	2
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	0
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
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

## Service Profile

### Service Details

Name of Service	Trafalgar Park Care Home
Telephone Number	01443450423
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	77
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### Fees Charged

The minimum weekly fee payable during the last financial year?	725.64
The maximum weekly fee payable during the last financial year?	1217.00

### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident meetings are held on a monthly basis Home Manager has an open door policy Ensure residents and families are aware of them complaints procedure Relative meetings are held every quarter RI, AD and Internal inspectors will see & chat with, relatives and residents during their visits
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#### Service Environment

How many bedrooms at the service are single rooms?	52
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	33
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Access to 3 gardens
Provide details of any other facilities to which the residents have access	1 bar area and 1 hair salon

#### 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

#### 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>At Trafalgar Park several methods are available to support involvement. The annual resident and relative survey was refreshed with carefully constructed questions and free-text boxes, which was released in the summer and has remained open. The information is shared via a live dashboard that pulls insight from a variety of sources, including Have Your Say stations that are also available in the home. Actions have been identified at a macro level (to be addressed at organisational level such as food quality) and a micro level via the Home's Improvement plan as required.</p> <p>There is a "Person of the Day" where every Person that resides in the Home has time with the Home Manager, Chef, House Keeping Team and Maintenance Operative where they are able to share any "even better if" ideas, and whether they need or want any particular changes for instance to their room environment. This happens monthly for every Resident.</p> <p>There are regular meetings within the Home when Residents come together to discuss their choices, opportunities and support. The Responsible Individual for the Home also canvasses the views of the people living at the Home, and ensures that this is feedback to the Home Manager if any changes are requested, or any 'even better if' ideas.</p> <p>The Residents enjoy trips out and are able to choose if they want to visit somewhere in particular, or go to some of the local beauty spots to enjoy views etc.</p> <p>Over the last 12 months, the organisation has been co-producing the Kind Care Model using conversations with residents, relatives, colleagues and other stakeholders, using an Appreciative Inquiry approach to establish what matters most, developing our own 'I' and 'We' statements and defining the HC-One way – how we show up with kindness – (curiosity, compassion, creativity and courage)</p> <p>During the last 12 months we have also reviewed our processes for care planning in preparedness for a wider piece of digitization which has been based on our kind care work focussing on what people are telling us (even if they can't talk), what it means, why it matters, what we're going to do about and how. Trafalgar Park Residents have spent time with the RI and have given overwhelmingly positive feedback with the 'male group' of the Home feeling very supported in doing what they would like to do to which has been super.</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>As set out in the Statement of Purpose for Trafalgar Park Care Home, all Residents have access to basic health support including regular access to their GP, dental services, podiatry and any specific needs i.e. optician.</p> <p>We encourage Residents to join in with the well being provision in the Home and we include a "Sunshine Scale" in every Residents Care Plan to capture their likes and dislikes are recorded and supported. We also encourage life-story conversations to ensure activity is in line with choices and experience to support emotional wellbeing</p> <p>We use the the Sunshine Scale to understand how residents would like their home to look, including their personal room environment. We do our very best to ensure rooms are individualised and personalised and this is very evident in Trafalgar Park.</p> <p>We do encourage regular exercise, taking walks outside and trips out as we recognise that interaction with others, fresh air and exercise all contribute to well being for individuals. Part of our activities schedule includes gentle exercise and physical activity.</p> <p>We encourage our Residents to actively participate in the Home and have people who live in the Home involved in the interview process for new staff, house keeping, cooking and generally where-ever they would like to be active.</p> <ul style="list-style-type: none"> <li>• We have good links with a number of local contacts which include:</li> <li>• Lanfabon Infants school</li> <li>• Llancaiach Junior School</li> <li>• Local playgroups – Startrite, ladybirds</li> <li>• Local Co-Op</li> <li>• Facebook Group - '#We love Nelson'</li> </ul> <p>We have regular visitors to the Home from the local Church and also lots of well being activities with regular visits from either groups (Ukulele Band) or individual performers who visit the Home regularly.</p>

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

The safeguarding of our Residents at Trafalgar Park is of paramount importance. We ensure that our colleagues are fully trained in all aspects of safeguarding, but also that no-one enters the Home to work without being fully compliant in terms of an up to date, compliant DBS, and registration with Social Care Wales. We check all agency staff's compliance documents and have internal processes which enable this. All staff have a robust induction process including agency workers.

We do ask our Residents whether they feel "safe" and this has been included in the Responsible Individual's Report for the Home for the Feb-April 23 visits. This is an important element of ensuring we give Residents the opportunity to share any concerns. The RI meets with individuals away from home colleagues to ensure that any worries or anxieties can be shared and managed as required. The feedback regarding the Home has been overwhelmingly positive though in the past year.

We have a robust reporting mechanism and our colleagues understand what they need to raise in terms of what they hear from Residents, but also incidents like unexplained bruising which would always be taken seriously and investigated on a Resident by Resident basis. Incidents are analysed and themed via our regional quality colleagues and organisational learning meetings and reflection regarding incidents supports learning and good practice. Internal audit and inspection processes highlight risks (or potential risks) on a regular basis and the organisation has recently recruited a resident safety expert, along with a policy manager to ensure policies such as safeguarding and whistleblowing are up to date and fit for purpose. Over the last 12 months a Quality and Safety Committee has also been established, establishing robust scrutiny of data insights

Tier 2 dementia training is currently being rolled out according to a risk matrix addresses based on the data insight (for example where there are high levels of distress behaviour) in order to equip teams with the tools and approaches to reduce risk.

The Home Manager has excellent working relationship with the local Safeguarding Team / Board and currently the Home has no outstanding issues regarding Safeguarding.

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

Our purpose in action at HC-One is to support those in our care to lead their best life and our vision is to be the kindest care home provider serving our communities needs. Our Mission is to be the 1st choice for Families, Colleagues and our Commissioners, serving at the heart of each of our communities.

Trafalgar Park has a full refurbishment coming in the next financial year with improvements planned to the communal areas of the Home in particular. We work with the people that live at Trafalgar Park to achieve their best life, doing the things that they enjoy and trying to ensure that we fulfill their personal choices every day. This clearly varies from person to person depending on their care needs and ability to recognise risks, but we encourage positive risk taking, and facilitate whatever we can to support the well being of the people that live at Trafalgar Park.

Over the course of the last 12 months the organisation has been undergoing a piece of co-production with residents, relatives, colleagues and other stakeholders to define kind care based on what matters to people which has resulted in the HC-One kindness story and demonstrates how we turn up and how we lead. The kindness work is also supporting the development of recruitment via the qualities that will support people's best life based on the HC-one way 5 C's – Curiosity, compassion, creativity, courage and being counted on.

We are keen to try and ensure we develop further our offer with regard to meeting personal outcomes and in the coming year are trying to capture our People's life wishes that they have not achieved to try and ensure that they live their very best lives and continue to have memories to cherish at this stage of of their life. We also know that we need to continue to capture daily wishes / outcomes and whether we have met these with our Residents, and this is work in progress at Trafalgar Park too.

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) 62

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	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention & Control MCA & Dol's Promoting healthy skin 1 & 2 & 3 Emergency Procedures Nutrition & Hydration	
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
<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 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
<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	1
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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention & Control MCA & Dol's Promoting healthy skin 1 & 2 Emergency Procedures Nutrition & Hydration
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<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)	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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p><b>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.</b></p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	5
<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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention & Control MCA & Dol's Promoting healthy skin 1 & 2 Emergency Procedures Nutrition & Hydration
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)	6
No. of part-time staff (17-34 hours per week)	3
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.	7am - 7pm - day shift - we try to have 3 senior staff by day 7pm - 7am - night shift - we try to have at least 2 senior staff by night
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0

Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention & Control MCA & Dol's Emergency Procedures
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)	0
No. of part-time staff (17-34 hours per week)	7
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	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	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.	Infection Prevention & Control MCA & Dol's Emergency Procedures Nutrition & Hydration

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	1
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.	Maintenance operative helping with the day to day maintenance of the home both internally and externally. Administrator who assists with the general day to day running of the home, financial management and contracts etc. WELL being Co-ordinator who assists the whole team in providing meaningful activities for the Residents both on a group and one to one basis and arranging appropriate entertainment into the Home.
Filled and vacant posts	
No. of staff in post	37
No. of posts vacant	6
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	37
Health & Safety	37
Equality, Diversity & Human Rights	37
Infection, prevention & control	37
Manual Handling	37
Safeguarding	37
Medicine management	0
Dementia	37
Positive Behaviour Management	0
Food Hygiene	37

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention & Control MCA & DoI's Promoting healthy skin 1 & 2 Emergency Procedures Nutrition & Hydration
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	37
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">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)	22
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	20
No. of staff working toward required/recommended qualification	17