

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:	Quality Care (Wales) Limited	
The provider was registered on:	06/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Quality Care (Wales) Limited	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	06/06/2018
	Responsible Individual(s)	Helen Ombler Williams
	Manager(s)	Kim Ombler
	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	<p>The service has developed a training programme with The Access Group with eLearning and have identified the training requirements and tailored the courses available to the relevant staff who have access to the relevant courses.</p> <p>In house training for fire awareness, manual handling and first aid. The nursing staff have access to the training through BCUHB eLearning.</p> <p>Two of the nursing staff are completing the six steps end of life training.</p> <p>Community dentist deliver Gwen am Byth training</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The staff received a 10% pay increase within the last financial year.</p> <p>Recruitment we have employed two nurses through an agency and one nurse has come from another service.</p> <p>We work with MonCF who assist people getting back into work. Advertisement is with the the local job centre and the We Care Wales portal for domestic, kitchen and health care assistants.</p> <p>We are Real Living Wage Employer</p>

Service Profile

Service Details

Name of Service	Quality Care (Wales) Limited
Telephone Number	01248430607
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	NA

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	800
The maximum weekly fee payable during the last financial year?	1084.54

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?	There are regular reviews held. We have an email group with all the relatives/representatives to make sure that all information is able to be sent out. The activities coordinator has one to one sessions with the service users

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?	52
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service is set within 4 acres. There are substantial garden areas for residents and their families to have time outside weather permitting. There are a number of benches outside to sit on. The driveway and car park has recently has fresh tarmac laid. There is a summer house that residents and their family can sit under cover if they wish.
Provide details of any other facilities to which the residents have access	Wi-Fi throughout the building The service has purchased a number of iPads that the residents use. There is a VR headset that residents can use and has days at the beach and renaissance therapy videos. The activities coordinator organises entertainers to come into the service. They have bingo on a Thursday afternoon. Hairdresser visits the service once a week Foot care practitioner visits every six weeks Community dentist

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>Prior to admission the manager or clinical lead will go to assess people who wish to come and live in the home. They have a lengthy conversation with them. Families are encouraged to come and have a look around the home. Prior to admission the clinical lead will make sure that the admission paperwork has been completed and that all the staff have been given the information regarding care and support required. A leaflet has been produced called 'My life' where we discuss their likes, dislikes, hobbies and interests and this helps to create a relationship between the home and the people coming into the home. There is a full time activities coordinator who works closely with all the people living in the home. Regular reviews take place with the local health board and the nursing staff. Families and residents are invited to these reviews and they are able to voice any concerns or wish to discuss anything or even compliments.</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>We have a local GP practice that covers the home. There is a ward round every week by the allocated GP. All residents are seen by the GP every month or more frequently if they are clinically unwell. We have two nurses that are completing their Six Steps End of Life course and they will then be the champions. There are always nursing staff on duty 24 hours a day. They will seek advice from the multi disciplinary team if they feel that is what is needed. The activities coordinator also plays a huge role with the development and overall wellbeing of the residents in the home. After the initial discussions with the residents the activities coordinator assists with knitting, gardening, crocheting, colouring, word searches or crosswords. Entertainers come in to the home to sing, a local harpist has been recently. The vicar from the local comes provides a communion service for those who wish to attend.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As a service we maintain staffing numbers and make sure that all checks are completed prior to employment is commenced. Prior to admission the manager or clinical lead will visit prospective residents to the home and assess of the home would be able to meet their care needs. The home employs two mental health nurses who complete the deprivation of liberty documentation and make any referrals as necessary.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>There is an activities coordinator who is employed full time. She works closely with the people living in the home. When someone first arrives she will go through a my life document. This enables her to tailor any activities to suit them. If someone has a special interest in something she makes sure that she can accommodate those interests or hobbies.</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)	57
--	----

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	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	verification of death
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	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	12
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	4
Manual Handling	8
Safeguarding	8
Medicine management	12
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death AT&T Training Documentation Six Steps End of Life DOLS & LPS Diabetes Wound Care Management Oral Hygiene
Contractual Arrangements	
No. of permanent staff	12

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	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.	8am to 8pm between 2 and 4 nurses 8pm to 8am 1 nurse
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other 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	44
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	6
Health & Safety	35
Equality, Diversity & Human Rights	24
Infection, prevention & control	15
Manual Handling	44
Safeguarding	15
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene QCF Level 2 & 3
<p>Contractual Arrangements</p>	
No. of permanent staff	44

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)	28
No. of part-time staff (17-34 hours per week)	12
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.	08.00-14.00 between 10 and 12 staff 08.00-20.00 between 6 and 8 staff 20.00-08.00 between 4 and 5 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	39
No. of staff working towards the required/recommended qualification	5
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	8
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	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
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.	COSHH

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)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
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	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	na
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)	4
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	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.	Administration Staff All aspects of administration, financial and human resources Maintenance The maintain the the home volunteer Age Cymru volunteer who comes to the home once a week to assist with visiting and liaise with the residents
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	2
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.	na
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	1

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)	3
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: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0