

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:	Sky Care North Wales Ltd	
The provider was registered on:	26/08/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bron Haul Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	26/08/2022
	Responsible Individual(s)	Aleem Choudhry
	Manager(s)	Deborah Williams
	Maximum number of places	37
	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>We ensure that all members of staff are fully trained to the highest standard.</p> <p>We do these through a variety of different training methods including verified online training courses and college courses.</p> <p>We keep up to date with the legislations and ensure all of our staff are up to date with the training for the new legislations</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>In terms of recruitment we use online services and local recommendations. We have a strict process starting with reviewing all cvs from all that applied and interview the ones that fit the role the best.</p> <p>In terms of retention of staff we ensure that we continuously listen to their needs and create an environment where they like to work. We ensure we reward hard work.</p>

Service Profile

Service Details

Name of Service	Bron Haul Care Home
Telephone Number	07929362087
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?	32
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Fees Charged

The minimum weekly fee payable during the last financial year?	631.72
The maximum weekly fee payable during the last financial year?	700.12

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?	Quality Audit, Meetings Updates via email

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	2
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?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Service users have a large front garden and same at the back all lawns
Provide details of any other facilities to which the residents have access	access to all areas

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>Questionnaires sent to Service Users/ Relatives/ Professionals Feedback from questionnaires - show how service users feel they are listened to, given choices on how to communicate and lead a fulfilling lifestyle and that staff and Management would assist and follow through any requests they would make on their behalf, and if this couldn't be achieved they would have a referral made for an Advocacy service. Dols applications are made from the care home for all service users who meet the Criteria. Quarterly meetings with service users are held, we have tried monthly but service users have not engaged well. Twice yearly questionnaires are carried out and a report made by the RI for quality assurance There is an open door policy at all times for Manager and Deputy for staff, service users and relatives Comments made - Service User - I'm so happy its a lovely home and I wouldn't go anywhere else. Relative - We could not have passed our mums care over to anyone better, always made us welcome, she was loved and cared for as part of the family as we were ourselves Staff attentive and management always available, If ever I need to speak .</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>Feedback from Questionnaires show - Service users and relatives are agreeable that they are supported to maintain their health needs, the Management team assist in this matter on a continual basis, and have last year achieved the 6 steps to success for end of life care . We speak with all health professionals either with home visits or Via Team meetings to ensure service users physical and Mental Health needs are maintained. Comments made - Service users - having company is the best, If Bonnie is happy (my dog) then I am happy.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff/ Service Users and Relatives alike all feel their relative/ service user are kept safe and protected from abuse, All parties are reassured should any incidents arise that procedures are followed in reporting and obtaining professional help, minimising any further abuse and keeping others safe. All staff have safeguarding training in both adults and children, all have the All Wales Safeguarding app on their phones. A safeguarding audit is maintained by the Manager and safeguarding is brought up for discussions at team meetings Risk assessments are provided for those service users who need them and most recently an incident at the home saw all protocol adhered too and a service user being reassessed and admitted to a more advanced Dementia unit, People can be assured that incidents are treated confidentially with one outcome which is to ensure the service users remain in a safe environment with less restrictive measures</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>feedback from questionnaires - Overall feedback regarding the home are good, service users are happy in the home with their rooms and enjoy the communal lounges for the company. Both Staff and Relatives say the same. Service users feel they can meet their personal outcomes Areas that need concentrating on for the next financial year is the developing of a visitor room on the ground floor, providing flooring that is easy to clean to reduce odours and cross infection in bedrooms, homes lounges and corridors The home will be going through a lengthy refurbishment programme which will see the development of the back garden for seating areas and vegetable patches, Planting and opening up the fish pond to enhance the well being of the service users when outside. Updating bathrooms to wet rooms and General Maintenance Staff team - I continue to recruit due to the nature of service users assessments more are coming through through double handed meaning the ratio of staff required is higher. Staff questionnaires also confirm this is required</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) 23

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	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	6 steps to success qualification with Betsi Cadwaladr Dealing with drink and alcohol dependence Mental health and suicide awareness Safeguarding adults for Managers Dols Dignity Champion Data protection Hepatitis Modern slavery and human trafficking	
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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	6 steps to success qualification with Betsi Cadwaladr Dealing with drink and alcohol dependence Mental health and suicide awareness Safeguarding adults for Managers Dols Dignity Champion Data protection Hepatitis Modern slavery and human trafficking

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	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	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
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.	a senior works each shift over the week can be 7-1 7-3 7-8 1-8 10-8
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	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	15
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	14

Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training Hand hygiene Risk assessment Care Cert End of life alcohol awareness Dental Training, Covid 19 Confidentiality Nutrition 23 starters however 8 didn't complete induction and 1 person never started
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)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	5 staff from 7 - 6 4 staff from 6-8 2 staff 8-8
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	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	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	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.	I have based this on 1 domestic staff employed

Contractual Arrangements

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

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

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

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes
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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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 2 Hygiene x1 Level 3 Hygiene x1 Nutrition

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	1

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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