

# 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:	Wynne Crest Limited	
The provider was registered on:	21/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Wynne Crest Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/05/2019
	Responsible Individual(s)	Timothy Eagle
	Manager(s)	Angela Peacock
	Maximum number of places	21
	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	The service has a thorough induction process, a training matrix that identifies and highlights all the training requirements for all of the staff within the service, all dates for the renewal of training and any gaps in individual training records. The service has an online training provider and engages in person training providers as required and does internal training within the home to ensure all training requirements for all staff are met.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year the service has had a majority of the staff it has required to fulfil a complete staffing rota, and has only had to use agency staff to fill any gaps that have arisen due to staff absences and sickness. The service advertises online any job vacancies and usually has ample applications from suitable candidates. The service tries to create a supportive, enjoyable and effective work environment so that staff retention is as good as we can make it.

## Service Profile

### Service Details

Name of Service	Wynne Crest Care Home
Telephone Number	01492516755
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	We have some Welsh speaking staff and have signage and some documents translated into Welsh.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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### Fees Charged

The minimum weekly fee payable during the last financial year?	654
The maximum weekly fee payable during the last financial year?	785

### Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	1
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?	Quality assurance questions, regular resident and relatives meetings, annual reviews and resident of the day, which is a monthly meeting with each resident.

### Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	3
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	The service has a patio on the front aspect of the home with tables and chairs.
Provide details of any other facilities to which the residents have access	No other facilities other than listed above and communal bathrooms.

### 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.

When asked, the residents spoken to all felt that they were being well looked after. The service has residents meetings several times a year that are documented and at those meetings menu choices and activities are discussed. Residents are listened to and their feedback is used to inform decisions moving forwards. Quality assurance questionnaires were completed by 14 residents in April and gave various feedback about their care and support. Some comments and scores from the quality assurance feedback about their choices include:

The choice of food was scored as Excellent or Good by 9 of 14 residents who completed the survey. Comments included "mostly very good" and "would like to see more salad and fruit etc".

For the question: How residents rated the actions to the issues you raise in the resident of the day monthly meeting, 5 residents rated it as Excellent or Good and only 2 residents rated it as poor.

When asked to rate the residents meetings 7 rated them as Excellent or Good and only 1 rated them as poor.

Residents care plans are reviewed every month and where residents have the capacity to make decisions about their care and support they are included as much as possible in the design of the care plans and the associated care outcomes we are aiming to achieve for the benefit of each resident. This usually takes place in the form of a meeting that we call resident of the day. Each resident is resident of the day once a month and we review the care plan with the resident as part of that process.

We also include residents families in developing the packages and plans for residents care and support, this was confirmed by the residents as part of the quality assurance survey, when asked "are your relatives involved in developing your care and support plan package?" 11 of the 13 residents that answered said Yes, 1 said no and 1 answered NA.

The service also aims to be available to residents and enable them to be heard and supported at any time between these specific review points and this is reflected in the quality assurance response to the question: "Is the home's manager available to discuss any problems or concerns?" 13 residents out of the 14 that responded to this question stated that yes the manager is available.

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.

During the responsible individuals monitoring visits, they observed that the residents who were spoken to, all stated that they are happy at Wynnecrest and were engaging with staff, taking part in different activities and some had visitors. XX had been reading the newspaper on one visit and XX had had her nails done on one visit. During the responsible individual monitoring visits to the service they reviewed the activities and there was evidence of lots of regular and engaging activities. Regular activities include games and crafts including bingo, dominoes, quizzes, art, events and themed activities. Major holidays and events are all part of regular life at Wynnecrest.

The services person centred care planning process reflects the ongoing health of each resident and their development and things that might impact their overall wellbeing. Residents and families clearly feel that this is happening successfully and they are both included in the care planning process as mentioned above. The care and support plans take a wholistic approach and cover all areas that could affect a residents health, development and overall wellbeing and tries to put on paper lots of the personal elements around these areas including their likes and dislikes, any specific health and general health situations such as eye sight and mobility and the way in which residents can be supported best in these areas to be as independent and well supported as possible.

The service has as improved measures in terms of the Welsh active offer over the last few years and has been able to provide more signage and other materials and documents in Welsh, as well as encouraging Welsh language use around the service in day to day life.

The service ensures that ongoing access to all required health care third party services are available to service users and has close links with doctors surgeries, district nurse teams, chiropodists, pharmacy and an external dental monitoring and support team that helps to support our internal care and support provisions in each of these areas, and make sure that all service users have access to whatever they need to support their health and wellbeing needs.

In the quality assurance survey question 13 asked about "the way in which you are supported towards your personal outcomes" and 6 residents answered excellent, 6 residents answered good and 2 residents responded NA, no residents scored that are as average or poor.

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

The responsible individual observed during monitoring visits that people did feel safe and protected from abuse and neglect with various different elements ensuring that this was the case for all residents and service users. In conversation, residents stated they were well looked after and all looked well dressed and well fed. The responsible individual witnessed several meal times where residents were given a choice of what to eat on each occasion, between meals residents were witnessed being offered regular drinks and snacks. The responsible individual also saw evidence of people being regularly assisted to use the toilet, and saw care notes about personal care being given on a daily basis to service users.

Measures in place at the service to assist in making sure that people feel safe and protect from abuse and neglect include a thorough complaints process that is documented in the service user guide available in the home and given to each resident and family members at the outset of their residence with Wynnecrest. The complaints process is used by residents and family members and all complaints are thoroughly investigated and where appropriate action is taken and feedback is provided where possible to residents and families about the concerns they have made. Whistleblowing and complaints procedures are publicly advertised in the home so that all service users know how and where to make complaints internally but also externally to the local council and regulatory bodies.

The manager of the service is also available throughout the week and speaks regularly to residents so that smaller concerns and issues are not missed and all concerns and complaints are dealt with.

In the quality assurance survey residents that completed the survey scored the arrangements for personal care: 8 excellent, 3 good and 3 average.

Another question asked if the home manager was available to discuss problems and concerns which was answered as yes by 13 and no by 1 resident.

Another question in the quality assurance survey asked "Do you feel safe and secure at Wynnecrest?" and 13 residents answered yes to this question and 1 resident answered NA, there were no residents that answered no to this question.

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

During the responsible individuals monitoring visits they always do a walk round of the home with the manager to highlight any areas of the homes that need work by the maintenance team, or that require outside contractors to be contacted to carry out maintenance and improvement work to make sure that the accommodation is fit for purpose and that there are no risks to service users caused by the environment. The service also has an auditing process that ensures cleanliness and tidiness standards are thoroughly upheld by the whole staff team and that service users and their belongings are treated with respect and dignity. This includes making sure that personal items such as creams and toiletries are kept tidied away and that beds are changed regularly and made daily and that floors are kept tidy and clean and any wet floors are cleaned up quickly so that there is no risk of falls on slippery floors, such as in bathrooms and en-suites.

The service has a development plan that in the past has included renovation of the kitchen and bathrooms, and there is a plan in place to further improve the service including the lounge carpet and decoration, part of which is already underway and other elements are planned to be completed later in the year. The service is regularly investing in the fabric of the building to ensure that it supports the wellbeing of the residents. The development plan also includes and covers ongoing maintenance and decoration of the home in general and ensuring that bedrooms and communal areas are clean, well decorated and look nice for the benefit of residents. Residents are also asked for their preferences and choices in decorating both bedrooms and communal areas, something that is also affirmed in the quality assurance survey.

As part of the services commitment to providing accommodation that best supports residents wellbeing and achievement of their personal outcomes, it has purchased and maintains equipment for residents that meets all of their mobility, comfort and other needs. The service has hoists, bath hoists, stand aids and wheel chairs all available to help empower and support residents to be as independent as they can be and to enhance their wellbeing. The service has also purchased a significant amount of profiling beds for service users in the last few years, again because they best support the residents wellbeing and achievement of 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)

15

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	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.	COSHH, first aid, mental capacity, privacy & dignity, end of life, hydration & nutrient, oral hygiene, epile psy, pressure care, GULP, tissue viability, food alle rgens,
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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	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	3
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, first aid, mental capacity, privacy & dignity, end of life, hydration & nutrient, oral hygiene, epile psy, pressure care, GULP, tissue viability, food allergens
<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)	3
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.

One senior or shift leader is on shift for each day time shift. Working pattern is 8am to 8pm, nights are 8pm to 8am. 3 day staff plus a shift leader or senior on each day shift and 2 night staff on the night shift.

### 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

### 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

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

13

Equality, Diversity & Human Rights

13

Infection, prevention & control

13

Manual Handling

13

Safeguarding

13

Medicine management

13

Dementia

13

Positive Behaviour Management

13

Food Hygiene

13

Please outline any additional training undertaken pertinent to this role which is not outlined above.

COSHH, first aid, mental capacity, privacy & dignity, end of life, hydration & nutrient, oral hygiene, epile psy, pressure care, GULP, tissue viability, food allergens

### 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)	5
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	
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.	3 day care staff plus a shift leader or senior on each day shift, and 2 night staff on each night. Shifts are 12 hours 8am to 8pm and 8pm to 8am.
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	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	4
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	3
Manual Handling	2
Safeguarding	2
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	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)	0
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	3
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food allergens, hydration & nutrient, first aid
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	3
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 - repairs, maintenance and decoration.
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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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	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
Staff Qualifications	

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