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:		Rhos Cyf	
The provider was registered on:		27/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Rhos Care Home		
were:	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	27/06/2019	
	Responsible Individual(s)	Ffion Jones	
	Manager(s)	Elizabeth Hughes	
	Maximum number of places	33	
	Service Conditions	There are no conditions associated to this service	

Training and Workforce Ranning			
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	Staff training needs are identified on Recruitment and during Appr aisal/Supervision. All members of staff are registered for the on-line training portal. Since restrictions have been lifted we have now started face-to-fa ce training as it becomes available. eg Fire Training		
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have been able to recruit local bi-lingual staff to maintain full s taffing levels.		

Service Profile

Service Details

I Name of Service	Rhos Care Home
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Telephone Number	01407840182
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	none

Reople Supported		
How many people in total did the service provide care an support to during the last financial year?	51	

Fees Charged

The minimum weekly fee payable during the last financial year?	636.80
The maximum weekly fee payable during the last financial year?	861.24

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?	Communication face to face as well as via phone, email, social me dia groups

Service Environment

How many bedrooms at the service are single rooms?	29	
How many bedrooms at the service are shared rooms?	2	
How many of the bedrooms have en-suite facilities?	23	
How many bathrooms have assisted bathing facilities?	5	
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	Rhos is situated in a rural area with panoramic views of Snowdoni a and Malltraeth Estuary and Newborough Forest. The home is built one and a quarter acre of grounds where the R esidents can exercise, or make use of the selection of outside sea ting areas and patios. Courtyards/Patios-We have two courtyards provided for residents wishing to participate in gardening. We also have three external p atios with garden furniture. From all the lounges patio doors lead onto external sitting areas with garden furniture provided. All accommodation in on ground level.	
Provide details of any other facilities to which the residents have access	We also have two outside courtyards, one for outside activities pl anting and gardening, and another for assisting with tasks such a s laundry.	

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 <u>guidance</u> 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.	People using the service should be key contributor involved fro m pre-admission assessment to developing their care plans an d then on-going through care reviews and daily feedback. Opportunities to feedback with time given with staff to voice thei r opinions and concerns. Either on a one to one basis or throug h Residents meeting or questionnaires.
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.	With support and expertise from General Practitioners, District Nurses, Community Psychiatric Team and Mon Enhanced Care we aim to provide the ongoing health requirement by quick inter vention and reporting. We are able to refer to Dietitian, Dental, Optician and other the rapy as required as well as visiting Chiropodist. We encourage people using the service to be as independent as possible and continue with their preferred life choices, if they choose. Either supporting to maintain same daily routines as w hen they were in their own homes or to participate in new ideas and learning. For example introducing Social media and various techniques t o communicate with family and friends. Encouraging self medication and care if safe to do so and supp orting the process. Providing opportunities to socialise with other Residents, and or ganizing various activities and entertainment to suit all. Ensuring adequate staffing levels to be able to give the time an d effort required, in the language of their choice.
The extent to which people feel safe and protected from abuse and neglect.	We continue to protect the Residents from any harm and monit or any changes in behavior. Ensuring Residents feel comfortable with their Staff members to be able to be open and honest with them if they have any conc erns-either internally or externally and then if required we can f ollow current guidelines to report any concerns to the relevant bodies.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Rhos is situated in a rural area with panoramic views of Snowdo nia and Malltraeth Estuary and Newborough Forest. The home is built one and a quarter acre of grounds where the Residents can exercise, or make use of the selection of outside seating areas and patios. Courtyards/Patios-We have two courtyards provided for reside nts wishing to participate in gardening. We also have three exte rnal patios with garden furniture. From all the lounges patio doo rs lead onto external sitting areas with garden furniture provide d. All accommodation in on ground level.We always work hard to i mprove the surroundings both internally and the external areas of the Care Home to ensure that people live in a clean, well-mai ntained, safe and comfortable home from home. Having ample external areas from Residents to roam freely and feel they have space to mobilize in a safe, level areas in a supe rior rural setting. On admission we work with the Residents to make their own roo m personalized and suitable to their needs. We encourage them to maintain previous interests and hobbies and support with any new ideas and learning. eg Visiting Artist and Singers and Performers. We have a local Community Centre nearby and passing bus se rvices. We have access to on-site transport by arrangement.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of	posts and	staff	turnover
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The total number of full time equivalent posts at the service (as at 31 March) 28

and vacant posts,	tion requires you to answer questions about each staff ty the training undertaken, the contractual arrangements ir ntered should relate to the period during which the staff r	place and the qualifications of those staff.	
Staff Type	Service Manager Does your service structure include roles of this type?	Yes	
		pecifically to this role type only. Unless otherwise sition 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.	
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	d 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

to this role type only. Unless otherwise of the 31st March of the last financial year.
s role type. ng. The list of training categories een undertaken. Any training not listed ndertaken pertinent for this role which is
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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)	0
staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	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.	7.30-5pm(3) 5-10pm(1) 10-7.30(1)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	20
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	0
Medicine management	0
Dementia	20
ů	

Contractual Arrangements	
No. of permanent staff	20
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	d 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)	6
Typical shift patterns in operation for employed s	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.	7.30-5pm x6 5-10pm x3 10pm-7.30pm x2
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	8
<u> </u>	
Domestic staff	
Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Positive Behaviour Management	0
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 fixe	d 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	0
No. of staff working toward required/recommended	0
qualification	
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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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 fixe	d term contact staff by hours worked per wee
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
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No