

# 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:	Virgo Care Homes Ltd	
The provider was registered on:	07/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	<b>Thomas Gabrielle General Nursing &amp; Dementia Residential Home</b>	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	18/10/2018
	Responsible Individual(s)	Mark Virgo
	Manager(s)	Lucy Hooper, Nanette Virgo
	Maximum number of places	73
	Service Conditions	There are no conditions associated to this service
	<b>Hollylodge Residential Home</b>	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/07/2018
	Responsible Individual(s)	Gwyneth Virgo
	Manager(s)	Paula Daly
	Maximum number of places	29
	Service Conditions	There are no conditions associated to this service
	<b>Sunnybank Dementia Residential Home</b>	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/08/2018
	Responsible Individual(s)	Gwyneth Virgo
	Manager(s)	Deborah Gay
	Maximum number of places	24
	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 training requirements for staff are planned in a number of ways. The training records system highlights those staff that are upcoming in relation to statutory training, such as Manual Handling, First Aid and Fire Warden amongst others. When staff are identified in advance they are allocated the next available course. Other staff on statutory courses are identified through supervisions, questionnaires and inspections and staff are again identified and allocated as above.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Recruitment for all care homes is a constant process, there is a well documented process to identify suitable candidates by CV & interviews and then subject to successful DBS checks they are offered a position if suitable. Retention of staff is difficult in care homes with increased regulation and requirements on care staff, the sector as a whole has a very high turnover of staff, with a lot of staff leaving the sector due to underfunding. Staffing levels are maintained with constant recruitment

## Service Profile

### Service Details

Name of Service	Hollylodge Residential Home
Telephone Number	01633866326
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?	45
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### Fees Charged

The minimum weekly fee payable during the last financial year?	885.91
The maximum weekly fee payable during the last financial year?	885.91

### 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	1
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?	The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. a Quarterly report by the RI is prepared and feedback is given to the Management Team.

## Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	18
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	There is a garden area to the rear of Hollylodge which has a grassed area with flowerbeds as well as a level patio area with seating .
Provide details of any other facilities to which the residents have access	.

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	Yes
List 'Other' forms of non-verbal communication used	If any form of Non-Verbal Communication is required for individuals using the service, then aids such as PECS and other systems will be utilised as required.

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.

Each year there are two quality of service questionnaires sent out to people who use the service, their families or representatives as well as professionals who visit the service and staff who deliver the care. The result of these questionnaires are included in the six monthly report that the home provides. This is in addition to the daily interaction between the home and the residents and families where care needs are discussed and changes required.

Here are some of the quotes from this years questionnaires

"I am so happy with the care that my Dad receives at Hollylodge . Since his admission he has become my Dad again and visiting with him is now a pleasure. I cannot thank the staff at the home enough for the care and support they give to my Dad. Thank you."

My Aunt moved in Hollylodge in the Spring 2021 and I immediately saw from day one how hard working and incredibly caring all of the staff are. It's a difficult decision to move a relative with dementia from the independence of their own home into a care home and even more difficult to find one as good as Hollylodge. On the very first day I visited my Aunt, I left her at the end of the visit and felt a huge sense of relief and happiness that she was settled in such a lovely environment. It is evident from the top down that the care home is well run by a very experienced team of caring professionals. My immense thanks go to each and every person involved in the care of my Aunt."

A summary of the questionnaires showed that:-

94% of family members were happy that they were given appropriate information about their loved ones care.

94% of people were happy with the appearance of the home.

100% of people were happy that they could speak to the manager to raise any concerns.

100% of staff believe there is a friendly atmosphere within the home.

100% of staff feel they are committed to working to meet the needs of individuals

As part of the governance of care in the home, residents and/or families are involved in deciding on the care required at the home. Each time there is a review of the care plans, the resident or family member is involved and sits down with the staff member to discuss the plans. The plans are reviewed every 3 months , or sooner if required and an agreement is made with the resident or family member as to future plans.

During these reviews the effectiveness of the care given is looked at and whether there is any improvement required to meet the outcomes of the particular plan.

<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>The governance procedure at Hollylodge to support people to maintain their ongoing health and independence revolves around discussions with the individual, if possible, with family members, Health Practitioners and Social Services, as well as anyone else who may have valuable input.</p> <p>From these discussions and evidence from previous care plans, new care plans are created at the home and cover specific areas such as mobility, skin care, oral health, any specific medical conditions etc. They also cover more generic areas such as Nutrition, Safety, Daily Life and Social Activity. All these plans are reviewed as detailed in the previous section.</p> <p>The questionnaires also referred to in the previous section are used here to gather views on the service and how well the individual and others feel about the support they receive in relation to health and well-being.</p> <p>Here are some quotes from the report to evidence how Hollylodge is supporting people to maintain their ongoing health. "**** the owner always helpful to me. My dealings usually are with **** mostly who I find amazing. I am getting to know the carers more. **** is also so kind to my Mother especially making sure she is clean and tidy to take out." "I chat to **** on the phone who is so helpful. We didn't think we would have to put my Mother in a home and do still struggle but thank goodness she is so safe and cared for."</p> <p>Hollylodge now has a dedicated GP service with one surgery which allows for easier access to health support from that GP, contact is made daily with the surgery and there are specific rounds that the GP makes to ensure all individuals are seen on a regular basis. We also have visits as required from a Chiroprapist, Dentist, Audiologist, Optician and we also facilitate out patient appointments to a variety of different health services.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Hollylodge has a well established governance procedure in relation to keeping people safe and protected from abuse and neglect.</p> <p>Views from family members evidence that Hollylodge performs well in this area, with comments such as "I am so happy with the care that my family member received at Hollylodge. Since the admission they have become my very settled and visiting is now a pleasure", "Loving caring care home. Good staff and environment.", "I'm happy with the staff and care that my loved one received",</p> <p>All staff have a statutory duty to report any concerns for an adult at risk, and the procedure for that is to make a referral to Social Services</p> <p>Last year Hollylodge made five referrals to the Torfaen Safeguarding Team with varying outcomes.</p> <p>Hollylodge also has a well established procedure in relation to the Deprivation of Liberty Safeguards (DoLS). This is designed to protect the rights of residents if they receive care or treatment in a hospital where they lack the capacity to consent to those arrangements.</p> <p>This policy is for the care home to request a DoLS assessment for anyone in their care falls under the above criteria, and Hollylodge follows this procedure. Whilst there is a delay in the completion of these assessments by the external body who arranges everything after the referral, Hollylodge currently has 13 authorised DoLS in place.</p> <p>Both the Manager and Deputy Manager at Hollylodge are up to date with their Mental Capacity Act and DoLS training and the management team along with other staff such as Care Assistants and Team Leaders also receive training in relation to Safeguarding appropriate to their role.</p>

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

Hollylodge has the services of two activities co-ordinators to help people that live at Hollylodge to achieve personal outcomes, for instance on nice days people go out for walks in nearby parks, or have a cup of tea/coffee in a coffee shop. Internal activities include community singers, canine visits, assisted technology games as well as parties for special days such as the forthcoming coronation etc.

Hollylodge has also introduced an outcome based care plan system, which requires that when care plans are reviewed, the outcome of that plan is considered and whether the plan has met that outcome.

Hollylodge has also recently been allocated a dedicated GP practice attached to the home which will hopefully assist with effectiveness of people to receive appropriate treatment.

We believe that whilst care is the most important aspect of a care home, the appearance and feeling of a home is also important, which is why each person's room is able to be decorated with their own furniture and belongings such as pictures, ornaments, TV etc to give people the feeling of their own environment. The only stipulation being that any furniture or furnishings meet the necessary fire regulation and electrical equipment is within a year old or passes a Portable Appliance Test, which is carried out by the home.

Hollylodge's external garden areas include a flat patio area with flowerbeds. Hollylodge also maintains a decorating and improvement plan, which this year has included the renewal of the flooring and a renovation of the front lounge, new curtains and bedding have also been obtained with the provision of new armchairs.

94% of family members who completed the Quality Assurance Questionnaires were happy with the appearance of the home with comments such as "On the very first day I visited my Aunt, I left her at the end of the visit and felt a huge sense of relief and happiness that she was settled in such a lovely environment."

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)	34
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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.	MCA/DOLS, person centered care, falls training, or al 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
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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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training, MCA/DOLS

#### 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?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### 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	6
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	2
Infection, prevention & control	3
Manual Handling	6
Safeguarding	0
Medicine management	3
Dementia	0
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative Care, First Aid, Fire Training, Dysphagia/ Special Diets, Allergens, Haccp, Pressure Area Care, Skin Care
<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)	3
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.	Day Shift 7am - 9.30pm x 1 Staff Night Shift 9.30pm - 7am x 1 Staff
<p>Staff Qualifications</p>	
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
<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	26
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	21
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	27
Manual Handling	6
Safeguarding	21
Medicine management	0
Dementia	10
Positive Behaviour Management	21
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training, First Aid, Nutrition In Care, Pressure Area Care, Oral Care, Skin Care, Person Centered Care, Palliative Care
<p>Contractual Arrangements</p>	
No. of permanent staff	26
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)	24
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.	Day Shift 7am - 9.30pm x 4 Staff Night Shift 9.30pm - 7am x 1 Staff
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15

No. of staff working towards the required/recommended qualification	6
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
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.	Fire Training, COSHH
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
<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)	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	4
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	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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	0
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.	HACCP, COSHH, Nutrition In Care
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4
<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.	Administrator - Assists the Manager and Deputy Manager in day to day administration duties Invoice Administrator - Assists the RI and Directors in relation to bookkeeping and invoicing 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.
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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	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	3

Service Profile

Service Details

Name of Service	Sunnybank Dementia Residential Home
Telephone Number	01495758142
What is/are the main language(s) through which your service is provided?	English Medium
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?	42
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	885.91
The maximum weekly fee payable during the last financial year?	885.91

##### 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?	The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. a Quarterly report by the RI is prepared and feedback is given to the Management Team.

##### Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	24
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	There is a large level garden at the rear with two patio areas, one of these is covered by a Gazebo. There are flowerbeds around the home and bushes mainly at the front. There is another smaller patio with planters attached to the first floor dining room.
Provide details of any other facilities to which the residents have access	.

##### 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	Yes
List 'Other' forms of non-verbal communication used	If any form of Non-Verbal Communication is required for individuals using the service, then aids such as PECS and other systems will be utilised as required.

#### 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.

Each year there are two quality of service questionnaires sent out to people who use the service, their families or representatives as well as professionals who visit the service and staff who deliver the care. The result of these questionnaires are included in the six monthly report that the home provides. This is in addition to the daily interaction between the home and the residents and families where care needs are discussed and changed as required.

Here are some of the quotes from this year's questionnaires

"It's been a very difficult time for everyone over the last year since my loved one was being looked after in Sunnybank we appreciate the care being provided for 24/7 more than as a family we could ever do but we did try. A credit to you and all your staff."

"We are very happy with the way that Sunnybank has dealt with Covid related issues and are very happy with the care that my family member receives."

"Extremely grateful for all the hard work the staff here do every day. Can't fault anything – wonderful supported home."

A summary of the questionnaires showed that:-

100% of family members were happy that they were given appropriate information about their loved ones care.

92% of people were happy that they could speak to the manager to raise any concerns.

100% of staff believe there is a friendly atmosphere within the home.

100% of staff feel they are committed to working to meet the needs of individuals

As part of the governance of care in the home, residents and/or families are involved in deciding on the care required at the home. Each time there is a review of the care plans, the resident or family member is involved and sits down with the staff member to discuss the plans. The plans are reviewed every 3 months, or sooner if required and an agreement is made with the resident or family member as to future plans.

During these reviews the effectiveness of the care given is looked at and whether there is any improvement required to meet the outcomes of the particular plan.

<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>The governance procedure at Sunnybank to support people to maintain their ongoing health and independence revolves around discussions with the individual, if possible, with family members, Health Practitioners and Social Services, as well as anyone else who may have valuable input.</p> <p>From these discussions and evidence from previous care plans, new care plans are created at the home and cover specific areas such as mobility, skin care, oral health, any specific medical conditions etc. They also cover more generic areas such as Nutrition, Safety, Daily Life and Social Activity. All these plans are reviewed as detailed in the previous section.</p> <p>The questionnaires also referred to in the previous section are used here to gather views on the service and how well the individual and others feel about the support they receive in relation to health and well-being.</p> <p>Here are some quotes from the report to evidence how Sunnybank is supporting people to maintain their ongoing health. "I'm really happy that Mum is in your care. She seems happy and settled and is well looked after. Staff are friendly, pleasant and professional despite all the pressures they have had to deal with during the pandemic. Any issues have been dealt with promptly and without any undue fuss. Thank you to you all." "All the staff are great. All lovely friendly people who do amazing work, they all need a pay rise in my opinion."</p> <p>Sunnybank has a dedicated GP service with one surgery which has worked well since its implementation, it allows for easier access to health support from that GP and contact is made daily with the surgery. There are specific rounds that the GP makes to ensure all individuals are seen on a regular basis and we also have visits as required from a Chiropodist, Dentist, Audiologist, Optician as well as facilitating out patient appointments to a variety of different health services.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Sunnybank has a well established governance procedure in relation to keeping people safe and protected from abuse and neglect.</p> <p>Views from family members evidence that Sunnybank performs well in this area, with comments such as "Very happy with the care that ** receives", "I'm very happy with the care that ***** receives", "Can't fault anything - Wonderful supported home"</p> <p>All staff have a statutory duty to report any concerns for an adult at risk, and the procedure for that is to make a referral to Social Services</p> <p>Last year Sunnybank made one referral to the Torfaen Safeguarding Team with the outcome being that the resident received the care that they needed.</p> <p>Sunnybank also has a well established procedure in relation to the Deprivation of Liberty Safeguards (DoLS). This is designed to protect the rights of residents if they receive care or treatment in a hospital where they lack the capacity to consent to those arrangements.</p> <p>This policy is for the care home to request a DoLS assessment for anyone in their care falls under the above criteria, and Sunnybank follows this procedure. Whilst there is a delay in the completion of these assessments by the external body who arranges everything after the referral, Sunnybank currently has 11 authorised DoLS in place.</p> <p>Both the Manager and Deputy Manager at Sunnybank are up to date with their safeguarding training as well as their training related to the Mental Capacity Act and DoLS. Other staff such as Care Assistants and Team Leaders also receive training in relation to Safeguarding and Dols appropriate to their role.</p>



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

Sunnybank has the services of two activities co-ordinators to help people that live at Sunnybank to achieve personal outcomes, for instance on nice days people go out for walks in nearby parks, or have a cup of tea/coffee in a coffee shop. Internal activities include community singers, canine visits, assisted technology games as well as parties for special days such as the forthcoming coronation etc.

Sunnybank has also introduced an outcome based care plan system, which requires that when care plans are reviewed, the outcome of that plan is considered and whether the plan has met that outcome.

Sunnybank has a dedicated GP practice attached to the home which assists with effectiveness of people to receive appropriate treatment.

We believe that whilst care is the most important aspect of a care home, the appearance and feeling of a home is also important, which is why each person's room is able to be decorated with their own furniture and belongings such as pictures, ornaments, TV etc to give people the feeling of their own environment. The only stipulation being that any furniture or furnishings meet the necessary fire regulation and electrical equipment is within a year old or passes a Portable Appliance Test, which is carried out by the home.

Sunnybank's external garden areas are large with a flat garden containing a patio area, a large grass area and flowerbeds along with an oak Gazebo. Sunnybank also maintains a decorating and improvement plan, which this year has included the renewal of all the windows to A rated energy saving windows which also improve the appearance of the home.

100% of family members who completed the Quality Assurance Questionnaires were happy with the appearance of the home.

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)	31
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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	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Continance, Fire Warden, Emergency First Aid, MC A/DOLS, COSHH, Nutrition in 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
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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	0
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.	Continance, Fire Warden, Emergency First Aid, MC A/DOLS, COSHH, Nutrition in 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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

#### 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?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### 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	4
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	4
Dementia	1
Positive Behaviour Management	3
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative Care
<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)	3
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.	7am - 8.30pm x 1 Staff 8.30pm - 7am x 1 staff
<p>Staff Qualifications</p>	
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	1

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	31
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	21
Manual Handling	12
Safeguarding	31
Medicine management	1
Dementia	13
Positive Behaviour Management	13
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Person Centered Care, Fire Warden, Skin Care, Pressure Area Care, Continence, Emergency First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	31
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)	24
No. of part-time staff (16 hours or under per week)	5
<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.	7am - 8.30pm x 1 Staff 8.30pm - 7am x 1 staff
<p>Staff Qualifications</p>	
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	6
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	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	2
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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness, COSHH
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
<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)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HACCP, Fire Awareness
<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	3
No. of staff working toward required/recommended qualification	3
<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.	Administrator - Assists the Manager and Deputy Manager in day to day administration duties Invoice Administrator - Assists the RI and Directors in relation to bookkeeping and invoicing 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.
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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	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	3

Service Profile

Service Details



Name of Service	Thomas Gabrielle General Nursing & Dementia Residential Home
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Telephone Number	01633868241
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?	145
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	806.88
The maximum weekly fee payable during the last financial year?	1213.77

##### 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	1
Number of complaints partially upheld	2
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?	The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. A Quarterly report by the RI is prepared and feedback is given to the Management Team.

##### Service Environment

How many bedrooms at the service are single rooms?	73
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	70
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	7
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	At the front of the Nursing Home there is a flat patio area. In between the two buildings there is another patio area with a fixed wooden gazebo with planters and flower beds. At the rear of the Residential Home there is a grassed area with a patio and some beds for growing vegetables or flowers. At the side of the Residential Home there are two patio areas with grass and a path in between them along with raised flower beds.
Provide details of any other facilities to which the residents have access	.

##### 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	Yes
List 'Other' forms of non-verbal communication used	If any form of Non-Verbal Communication is required for individuals using the service, then aids such as PECS and other systems will be utilised as required.

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.

Each year there are two quality of service questionnaires sent out to people who use the service, their families or representatives as well as professionals who visit the service and staff who deliver the care. The result of these questionnaires are included in the six monthly report that the home provides. This is in addition to the daily interaction between the home and the residents and families where care needs are discussed and changed as required.

Here are some of the quotes from this years questionnaires

"I would like to thank all the staff at Thomas Gabrielle for the love and the care they have given to my loved one during their time there."

"We have been very happy with the way things have been managed. Thank-you for the care and attention you have given to my family member. We very much appreciate it."

"I should like to express my gratitude for the wonderful staff at Thomas Gabrielle who have coped so well during this dreadful pandemic. Keeping your residents safe has always been your first priority."

"All the staff I have met have been excellent. Everytime I have telephoned it has been reiterated to me that it is no trouble for them to talk to me to explain things regarding my family member. I would like to thank everyone for doing the job I am no longer able to do. My loved one always says how happy they are and how much they appreciate the care they are receiving."

A summary of the questionnaires showed that:-

94% of family members were happy that they were given appropriate information about their loved ones care.

91% of people were happy with the appearance of the home.

100% of people were happy that they could speak to the manager to raise any concerns.

91% of staff believe there is a friendly atmosphere within the home.

96% of staff feel they are committed to working to meet the needs of individuals

As part of the governance of care in the home, residents and/or families are involved in deciding on the care required at the home. Each time there is a review of the care plans, the resident or family member is involved and sits down with the staff member to discuss the plans. The plans are reviewed every 3 months, or sooner if required and an agreement is made with the resident or family member as to future plans.

During these reviews the effectiveness of the care given is looked at and whether there is any improvement required to meet the outcomes of the particular plan.

<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>The governance procedure at Thomas Gabrielle to support people to maintain their ongoing health and independence revolves around discussions with the individual, if possible, with family members, Health Practitioners and Social Services, as well as anyone else who may have valuable input.</p> <p>From these discussions and evidence from previous care plans, new care plans are created at the home and cover specific areas such as mobility, skin care, oral health, any specific medical conditions etc. They also cover more generic areas such as Nutrition, Safety, Daily Life and Social Activity. All these plans are reviewed as detailed in the previous section.</p> <p>The questionnaires also referred to in the previous section are used here to gather views on the service and how well the individual and others feel about the support they receive in relation to health and well-being.</p> <p>Here are some quotes from the report to evidence how Thomas Gabrielle is supporting people to maintain their ongoing health. "Just want to add that I think your handling of the situation has been near perfect. (Pandemic rules)", "We really do appreciate everything you do for our Father. The staff are all lovely with him.", "I have heard of other care homes giving lack of consideration of family interaction during this pandemic. I am pleased of the efforts made by Thomas Gabrielle to maintain family contact." Thomas Gabrielle now has a dedicated GP service with one surgery which allows for easier access to health support from that GP, contact is made daily with the surgery and there are specific rounds that the GP makes to ensure all individuals are seen on a regular basis. We also have visits as required from a Chiroprapist, Dentist, Audiologist, Optician and we also facilitate outpatient appointments to a variety of different health services.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Thomas Gabrielle has a well established governance procedure in relation to keeping people safe and protected from abuse and neglect.</p> <p>Views from family members evidence that Thomas Gabrielle performs well in this area, with comments such as "Have always thought the protocols put in place protect everyone involved.", "Just want to add that I think your handling of the situation has been near perfect", "We have been very happy with the way things have been managed"</p> <p>All staff have a statutory duty to report any concerns for an adult at risk, and the procedure for that is to make a referral to Social Services</p> <p>Last year Thomas Gabrielle made six referrals to the Torfaen Safeguarding Team with varying outcomes,</p> <p>Thomas Gabrielle also has a well established procedure in relation to the Deprivation of Liberty Safeguards (DoLS). This is designed to protect the rights of residents if they receive care or treatment in a hospital where they lack the capacity to consent to those arrangements.</p> <p>This policy is for the care home to request a DoLS assessment for anyone in their care falls under the above criteria, and Thomas Gabrielle follows this procedure. Whilst there is a delay in the completion of these assessments by the external body who arranges everything after the referral, Thomas Gabrielle currently has 31 authorised DoLS in place.</p> <p>Both the Manager and Deputy Manager at Thomas Gabrielle are up to date with their Mental Capacity Act and DoLS training and the management team along with other staff such as Care Assistants and Team Leaders also receive training in relation to Safeguarding appropriate to their role.</p>

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

Thomas Gabrielle has the services of 4 activities co-ordinators to help people that live at Thomas Gabrielle to achieve personal outcomes, for instance on nice days people go out for walks in nearby parks, or have a cup of tea/coffee in a coffee shop. Internal activities include community singers, canine visits, assisted technology games as well as parties for special days such as the forthcoming coronation etc.

Thomas Gabrielle has also introduced an outcome based care plan system, which requires that when care plans are reviewed, the outcome of that plan is considered and whether the plan has met that outcome.

Thomas Gabrielle has also recently been allocated a dedicated GP practice attached to the home which will hopefully assist with effectiveness of people to receive appropriate treatment.

We believe that whilst care is the most important aspect of a care home, the appearance and feeling of a home is also important, which is why each person's room is able to be decorated with their own furniture and belongings such as pictures, ornaments, TV etc to give people the feeling of their own environment. The only stipulation being that any furniture or furnishings meet the necessary fire regulation and electrical equipment is within a year old or passes a Portable Appliance Test, which is carried out by the home.

Thomas Gabrielle's external garden areas include a flat patio area with flowerbeds, an oak gazebo and lawned areas. Thomas Gabrielle also maintains a decorating and improvement plan, which this year has included the changing of the colour schemes, new corridor flooring which is ongoing, renovation of the front quiet lounge in the residential dementia area with new chairs as well as Solar Panels on the roof to offset carbon use.

Comments such as "Always clean and tidy.", "Everything's good, well running clean and tidy home.", "Very happy with the appearance of the home." evidence that the home is a pleasing environment for the people who use it

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)	103
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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	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	0
Manual Handling	1
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Warden, MCA/DOLS, Emergency First Aid at Work, Skin Care, HACCP, Nutrition in care, Pressure area Care

#### 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 to be registered with Social Care Wales as a Service Manager	2
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	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pressure Area Care, Stress Management, Contingency, Risk Assessment, Oral Care

#### 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 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

#### 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	6
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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	2
Safeguarding	3
Medicine management	6
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid at Work, Fire Warden, Pressure Area Care, Skin Care, Wound Care, Food Safety, Nutrition in Care, Person Centred Care.
<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)	4
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.	9am - 7pm every day X2 Staff
<p>Staff Qualifications</p>	
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	2
<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	7
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	2
Safeguarding	4
Medicine management	7
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning, Catherterisation, Emergency First Aid at Work, Fire Warden. Oral Care, Pressure Area Care, Skin Care, Wound Care
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)	0
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.	7am - 7pm each day X 1 Nurse (The nurse would be assisted by two nursing assistants) 7pm - 7am each day X 1 Nurse
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	6



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	5
Safeguarding	1
Medicine management	5
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Skin Care, Palliative Care, Record Keeping, Person Centered Care, Fire Warden, Emergency First Aid at Work, Pressure Area Care, Oral Care
<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)	2
No. of part-time staff (17-34 hours per week)	4
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.	7am - 9.30pm X 1 Staff 9.30pm - 7am X 1 Staff
<p>Staff Qualifications</p>	
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
<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>	

Filled and vacant posts	
No. of staff in post	62
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	32
Health & Safety	33
Equality, Diversity & Human Rights	32
Infection, prevention & control	43
Manual Handling	26
Safeguarding	25
Medicine management	0
Dementia	1
Positive Behaviour Management	18
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness, Fire Warden, Emergency First Aid at Work, Person Centered Care, Palliative Care, Sk in Care, Pressure Area Care, Oral Care, Continence, Nutrition in Care, COSHH, Food Safety
Contractual Arrangements	
No. of permanent staff	62
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)	36
No. of part-time staff (17-34 hours per week)	23
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.	7am - 2.30pm x 14 staff 2.30pm - 9.30pm x 10 staff 9.30pm - 7am x 6 Staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	29
No. of staff working towards the required/recommended qualification	19
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	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	4
Manual Handling	3
Safeguarding	2
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.	HACCP, Fire Awareness, COSHH
<p>Contractual Arrangements</p>	
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)	7
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	8
<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>	

Filled and vacant posts	
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	7
Safeguarding	2
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.	HACCP, COSHH, Food Safety
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	7
No. of staff working toward required/recommended qualification	7
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 - Assists the Manager and Deputy Manager in day to day administration duties</p> <p>Invoice Administrator - Assists the RI and Directors in relation to bookkeeping and invoicing</p> <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>
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	0
Health & Safety	0
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	0
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>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4