

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:	Ansa Care Concept Ltd	
The provider was registered on:	27/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Plas Dyffryn Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/11/2018
	Responsible Individual(s)	Ann Bedford
	Manager(s)	Donna Owens
	Maximum number of places	16
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>New staff receive a comprehensive induction programme in line with the All Wales Induction Framework. A regular development and training needs assessment is undertaken through supervision and appraisal. The ongoing training programme is designed to meet all mandatory and professional requirements and is regularly updated. Staff are enabled to take part in learning and development activities that are relevant and appropriate to their role.</p> <p>Senior</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment and retention of staff has been a major problem. Despite advertising via various means on a continual basis applicants are few and far between. Retention of staff has also proved difficult because they have sought employment as bank/relief workers with the health board or with the local county council homes as pay and benefits are better than what our small establishment can offer. Some leave due to the expectations and standards required of a social care practitioner.</p>

Service Profile

Service Details

Name of Service	Plas Dyffryn Residential Home
Telephone Number	01407742064
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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Fees Charged

The minimum weekly fee payable during the last financial year?	643.78
The maximum weekly fee payable during the last financial year?	800.00

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	One to one chats/discussions with service users and/or relatives. Questionnaires. Various events throughout the year encouraging service user/relative participation

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	15
How many bathrooms have assisted bathing facilities?	12
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large wrap around garden with flowers/shrubs/trees. Front drive. raised patio area by front door with seating. Large block paved area to back of home with 2 gazebo's.
Provide details of any other facilities to which the residents have access	We have no other facilities

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

On admission the manager or a designated member of senior staff seek information from the service user and/or relative. It is largely biographical but identifies the service user's personality, life history, likes and dislikes, hobbies and interests, etc. and provides essential personal information which helps them to begin personalising their care and interaction with the client

A detailed biographical approach to care has a direct impact on improving the quality of individualised care which helps the manager and staff to build upon. This helps to improve or maintain the standards of care practice within the home

At one time the manager would hold service user meetings but due to many now having mild short term memory loss resulting in reduced cognitive functioning she is no longer able to do this in group sessions therefore communicates with them and gains feedback on an individual basis

As abilities allow the manager ensures that the service user is fully involved in their plan of care and the required reviews. If the service user lacks capacity to be directly involved in their plan of care and support, which includes personal preferences, cultural and religious needs, the manager invites service users' relatives to be involved

It is evident that the plan of care, including various risk assessments, has been formulated in the service users' best interests by confirmation signatures by either party

The manager and staff encourage service users to take responsibility and make choices on how they wish to spend their day, their involvement in activities and their own social life, making as little or more interaction with others as they wish, although encouragement to participate is given

Some service users enjoy undertaking activities of daily living whilst others prefer to remain in their rooms and these choices are respected

One gentleman is very much into arts and crafts as he enjoys making things and takes pleasure in presenting them as gifts to the manager and staff. He is encouraged and supported to maintain this hobby

Although there is loose routine and structure within the home, it is the service users who set the pace of the day

The manager introduced the "key worker" system and is continuing to develop this so as to ensure that all senior staff understand and are involved in the care planning process

Feedback from service users, relatives and external professionals confirm this through verbal communication or response to 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.

Unfortunately two surgeries suffered loss of GP's and are now under the direct control of the health board and relies on locums and the practice community nurses. The manager now recommends that all new service users are directed to the one active surgery unless they are registered with the two others prior to admission

For those service users registered with the two surgeries, the manager acts as soon as possible early morning so as to ensure adequate medical aid is forthcoming on that particular day

The manager has a good relationship with the professional personnel from the surgeries and pharmacists at the chemists who provide the medication

On admission a full medical history is obtained from the service user and/or relative. A request for a summary of medical issues from the surgery is also made

The need for a healthy diet is fully understood and required diets for diabetes and high cholesterol is catered for. Advice on the correct foods to maintain health is always given but service users have the right to make choices

Service users are always consulted if it is thought that there is a need for a doctor to attend but staff keep in mind their "Duty of Care"

Opticians continue to attend the home but on an infrequent basis to undertake eye tests since Covid.

On occasions the services of a physiotherapist is required. This is sought in a timely manner and the manager and staff always follow the instructions given

In the event that a service user requires the need of a dentist, appointments are made in a timely manner and they are encouraged to attend and is always escorted by a staff member so as to give reassurance and reduce anxiety

A private chiropodist attends the home on a regular basis and has done so for over 10 years. She spoke very highly of the manager and staff and stated that at no time during her visits had she any concerns about the quality of care delivered. She thought service users always appeared comfortable and relaxed and that staff undertook their duties in a professional but friendly manner

Some service users have their own 'phones and will make a call to various persons themselves but always inform the staff that they have done so

Prescribed medication is retained under lock and key in service user's rooms and is mainly administered by competent trained staff but should a service user express the wish to self medicate this is possible following a risk assessment and is closely monitored

Risk assessments are updated

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

The manager oversees the day to day management of the home, its staff and service users and is fully aware of what constitutes abuse and neglect

Relevant policies, procedures and processes pertaining to abuse and restraint are in place for staff to follow which ensures service users are protected from harm, abuse or neglect, the manager monitors this closely

Prior to an offer of employment an enhanced DBS check is undertaken and a request for two references is made which includes the last former employer if possible. All staff are initially employed on a three month probationary period

At the beginning of employment the manager ensures that new staff read and sign the "Whistleblowing" policy and procedure.

Staff are also required to attend relevant training which includes Safeguarding.

The manager of the home is fully aware of the Deprivation of Liberty Safeguards Code of Practice which was an amendment to the Mental Capacity Act and the need to avoid unlawful deprivation and how she and staff must always act in the best interest of the service user

In the event that the manager identifies the need to make a Safeguarding or DoLs referral she does this in a timely manner

The manager has been verbally praised by the DoLs representative for being highly organised and acting in a timely manner

A DoLs referral has been made in respect of four service users and this is in place and made known to all staff.

The manager has been verbally praised by the DoLs representative for being highly organised and acting in a timely manner.

One safeguarding issue was reported following several anonymous complaints made to Anglesey Social Services and Care Inspectorate Wales. The Social Services representative undertook a planned quality inspection and the CIW Inspector made an unannounced visit on the same day. The complaints were investigated by both parties and was not upheld by either.

Because of the large outside area CCTV has been installed so as to monitor people accessing the property. A written policy and the required signage for this is in place.

Visitors are required to sign the visitors book and inform staff of their presence.

Good infection control policies, procedures and practices are in place and maintained as is all aspects of Health & Safety.

Families have stated that they have overall confidence in management and staff and that they would have no worries in reporting concerns and are confident that they would be respected and acted upon

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

The front of the home consists of the original building and has a stair case in place to access the first floor bedrooms. A few years ago a stair lift was installed so as to enable service users with reduced mobility to be accommodated. Around 1980 a purpose built ground floor extension was put in place, most of which included full bath en-suite facilities. Hallways and door widths are wide so as to ensure ease of access, free movement and the uses of any required equipment.

Service users, with the assistance of relatives, are encouraged to personalise their rooms with furniture and furnishings along with personal knick-knacks, although the majority of furniture is supplied by the home.

Some service users bring in their own double beds and appropriate linen is always provided.

All rooms and en-suites have call bells.

Staff always ask how each service user wishes to be addressed and the use of endearments is discouraged so as to maintain professionalism.

Staff will never enter a service users' room without first knocking and being given permission to enter.

It has been seen that good relationships between service users and staff exist and that the interaction and approach used by staff is based on service users' individuality.

The addition of a further large outbuilding has minimised the need to store unused items such as wheel chairs and bed bases etc that once cluttered the home.

The home is maintained in a comfortable clean condition. Good practice pertaining to infection control has been witnessed to be of the required standard and action is taken quickly if required, as seen during the Covid pandemic and when Norovirus was present.

When the weather allows service users enjoy the gardens and there are various seating areas for their use. Unfortunately due to a lack of gardeners in the area it is in need of sustained improvement/maintenance. It is hoped that the services of a local gardener will be secured in the near future.

Covid restricted the continued rolling programme of internal decorating but this has now been reinstated.

The home provides a safe environment by ensuring that all equipment is retained in good order and that the required maintenance and testing is undertaken in a timely manner and fully documented. Items not fit for purpose are removed immediately,

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)	10.05
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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
<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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision & Appraisal Oral health Fire Safety Diabetes Undertaking "Train the Trainer" course
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	2
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.	Fire Safety 2 Diabetes 2 Mental Capacity 1 DoLs 2 Enrolled in ILM level 3 Leadership
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
<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)	0
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.	1 x night duty 10pm to 8am. One (1) of two (2) 1 x day duty 8am to 4pm - 2pm to 10pm 4pm. One (1) of two (2) or three (3)
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	13
No. of posts vacant	5
<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	5
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	4
Safeguarding	9
Medicine management	3
Dementia	8
Positive Behaviour Management	8
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes - 4 Anxiety - 6 Assessing needs - 7 Care Planning - 7 Effective communication - 8 Consent - 7 COSHH - 7 Develop as a social care practitioner - 7 Fire safety - 10 Mental capacity - 7 Nutrition & Diet - 7 Principles of care & Confidentiality - 7 Role of the care worker - 9
<p>Contractual Arrangements</p>	

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
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.	Night duty 10 pm to 8 am x 2 staff Day duty 8 am to 2 pm x 1 or 2 staff 2 pm to 10 pm x 1 or 2 staff 4 pm to 10 pm x 2 staff
Staff Qualifications	
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	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 Registered and undertaking The National Examination Board in Occupational Safety and Health (NE BOSH)

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
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	2
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	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
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