

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: | Avan Limited | |
| The provider was registered on: | 11/10/2018 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Brightside Manor | |
| | Service Type | Care Home Service |
| | Type of Care | Adults Without Nursing |
| | Approval Date | 11/10/2018 |
| | Responsible Individual(s) | Sundarampillai Navaratnarajah |
| | Manager(s) | Sheela Navaratnarajah |
| | Maximum number of places | 33 |
| | 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 registered manager ensures that Brightside Manor continues to invest in training, education and continued development. As research into the management of behavioural and psychological symptoms of dementia develop the registered manager implements new non-pharmaceutical interventions. Induction training is provided for all staff on appointment to ensure familiarity with the policies, systems and procedures at Brightside Manor. A performance and development appraisal system is in use. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | All new staff are employed with BDS checks and 2 references, existing staff DBS are checked periodically within 3 years or at less intervals as necessary. The manager prepares individual training planners according to their needs for development and offered training paid for by the service. |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Brightside Manor |
| Telephone Number | 02920408010 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| Other languages used in the provision of the service | Other language aids are used as necessary to communicate with individual resident needs. These include interactive digital communication and flash cards. |

Service Provision

People Supported

| | |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 40 |
|--|----|

Fees Charged

| | |
|--|--------|
| The minimum weekly fee payable during the last financial year? | 820.47 |
| The maximum weekly fee payable during the last financial year? | 930.00 |

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 | 1 |
| 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? | Resident meetings, suggestion box, surgery with RI |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 33 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 19 |
| How many bathrooms have assisted bathing facilities? | 4 |
| 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 | Smoke room, summer house, and enclosed garden |
| Provide details of any other facilities to which the residents have access | A cinema room, sensory garden, pool table in the recreation lounge, interactive game/communication screen/table, library |

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 | Audio visual inter-active digital screen and table |

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

| | |
|---|---|
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>Brightside Manor operates using the "relationship-based" care model. This person-centred approach ensures that residents are cared for in a holistic manner. Care staff ensure residents preferences, likes and dislikes are prioritised. Care planning is collaboratively created with input from residents, their families, and associated professionals. Regular resident meetings are held to monitor quality and ensure the care home is recognising and responding to residents' requests and needs. Outcomes are identified during care plan reviews and plans of action to achieve these outcomes are implemented.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>Predominantly caring for those with cognitive impairment, Brightside Manor places emphasis on maintaining functionality and quality of life for as long as possible. Brightside Manor implements non-pharmaceutical interventions to reduce BPSD. External health care and therapies are provided according to resident need ensuring that all areas of care are met sufficiently.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>Brightside Manor carries out thorough pre-employment checks and employs skilled workers. Brightside Manor has a robust SOVA and Whistleblowing policy ensuring residents are safe and protected from abuse and neglect.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Brightside Manor continually invests in training and development. Training courses are carefully selected to ensure we can meet the needs of a range of service users. A key worker system is implemented to ensure goals and outcomes are recorded and achieved as far as possible. Brightside Manor also employs a "resident well-being champion" ensuring high standards are maintained and residents well fare is appropriate.</p> |

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 24

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.

| | | |
|-------------------|--|------------|
| <p>Staff Type</p> | <p>Service Manager</p> | |
| | <p>Does your service structure include roles of this type?</p> | <p>Yes</p> |
| | <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 | 25 |
| 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 | 11 |
| Health & Safety | 11 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 26 |
| Manual Handling | 6 |
| Safeguarding | 2 |
| Medicine management | 6 |
| Dementia | 27 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Re-live dementia training to all carers and ancillary staff |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 25 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 2 |
| 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) | 22 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 1 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 16 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |
| <p>Deputy service manager</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 | 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 | 0 |
| Dementia | 1 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 0 |
| 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 |

Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |

Other supervisory staff

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Nursing care staff

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Registered nurses

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Senior social care workers providing direct care

| | |
|---|-----|
| Does your service structure include roles of this type? | Yes |
|---|-----|

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

| | |
|---|--------------------------------|
| Filled and vacant posts | |
| No. of staff in post | 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 | 6 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 6 |
| Medicine management | 6 |
| Dementia | 6 |
| Positive Behaviour Management | 6 |
| Food Hygiene | 6 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| 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 |
| 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) | 6 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Typical shift patterns in operation for employed staff | |
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | 8AM -2PM , 2PM -8AM or 8PM-8AM |
| 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 | 6 |
| Other social care workers providing direct care | |
| Does your service structure include roles of this type? | Yes |

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

| | |
|----------------------|----|
| No. of staff in post | 18 |
| No. of posts vacant | 0 |

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

| | |
|---|----|
| Induction | 3 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 3 |
| Manual Handling | 3 |
| Safeguarding | 3 |
| Medicine management | 0 |
| Dementia | 18 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

Contractual Arrangements

| | |
|---|----|
| No. of permanent staff | 18 |
| 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) | 17 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 1 |

Typical shift patterns in operation for employed staff

| | |
|---|---------------------------------|
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | 8AM-2PM, 2PM-8AM and 8PM to 8AM |
|---|---------------------------------|

Staff Qualifications

| | |
|--|----|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 17 |
| No. of staff working towards the required/recommended qualification | 1 |

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 | 2 |
| 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 | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| 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 | 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) | 1 |
| 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 | 0 |
| No. of staff working toward required/recommended qualification | 0 |
| 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> | |

| | |
|---|------------------------------------|
| Filled and vacant posts | |
| No. of staff in post | 2 |
| 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 | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 0 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Maintenance Officer, Admin officer |
| 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 | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 2 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| 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 | 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 | 2 |
| No. of staff working toward required/recommended qualification | 0 |