

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:	Barleybind Ltd	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Clymaenllwyd care home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Chelliah Yoganathan
	Manager(s)	Vicky Richards
	Maximum number of places	49
	Service Conditions	There are no conditions associated to this service
	Cartref Ael Y Bryn	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Vijayarany Yoganathan
	Manager(s)	Thasan Yoganathan
	Maximum number of places	49
	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 manager organises a training matrix for all staff and plans the training required depending on the role. This will be entered into the matrix as and when the staff complete training. This matrix enables to identify and implement training. Also, Carmarthenshire County Council send out training courses by email. In-House manual handling trainers will take care of the training needs of staff. All staff complete an induction. Other in-house training organised by the home.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	For our recruitment needs, we outsource advertising for jobs required with Indeed.com. most of our staff have applied through this. Last year, Clymaenllwyd recruited some overseas staff due to shortage of staff in the care sector. We pay our staff a commensurate salary which is often above minimum wage. We look after our team by offering flexibility to assist a good work life balance. Staff determine holidays and their working pattern. The weekly rota reflects their wishes, where possible.

Service Profile

Service Details

Name of Service	Cartref Ael Y Bryn
Telephone Number	01269593773
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	58
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Fees Charged

The minimum weekly fee payable during the last financial year?	718.51
The maximum weekly fee payable during the last financial year?	756.07

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular face to face meetings

Service Environment

How many bedrooms at the service are single rooms?	43
How many bedrooms at the service are shared rooms?	6
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden space
Provide details of any other facilities to which the residents have access	Hair dressing, treatment room, visiting rooms and reception area.

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	Hand signs

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.	The service users regularly speak to management regarding their choice of care and support, and opportunities that are made available to them.
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.	The service users regularly speak to management regarding their happiness and they are supported to maintain their ongoing health, development and overall wellbeing through discussion regarding what their wishes are.
The extent to which people feel safe and protected from abuse and neglect.	Management regularly supervise staff and observe care at all times.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service users regularly speak to management regarding their choice of accommodation and whether this best supports their wellbeing and achievement of their personal outcomes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25
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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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	5
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 senior Day shift 7AM to 8PM 1 senior Night shift 8PM to 8AM
<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	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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	10
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)	10
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.	Day shift an average of 4 staff working 7AM to 8PM Night shift an average of 3 staff working 8PM to 8A M
<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	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
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)	3
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	3
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>	
<p>Filled and vacant posts</p>	
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
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)	4
No. of part-time staff (17-34 hours per week)	0
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	0
<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.	Administration

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Cilymaenllwyd care home
Telephone Number	01554780614

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?	43
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.50
The maximum weekly fee payable during the last financial year?	756.07

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?	Every six-monthly satisfaction survey is sent to all residents and their relatives for their feedback. The manager compiles an analysis of the feedback. The yearly resident/relative conducted the last one was 18/01/2023, unfortunately, no one attended. The manager has an open-door policy. Social worker review meetings are held every six monthly and monthly resident meetings by the manager. Every quarterly, staff meeting is held information is exchanged and the feedback is analysed. Six monthly questionnaires for staff were issued and analysed. Staff supervision every 8 weeks and yearly appraisal conducted by the manager.

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	27
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have a large garden in front of the care home where residents sit and enjoy in the summertime. The view facing the sea is amazing from the garden it's absolutely lovely. There are seating areas available for our residents to spend the day on a nice day. There is also a covered side garden with chairs and tables for residents' use. In the summertime, our activity officer organises the morning tea in the garden. There is a large car parking area for the visitors to park comfortably. Any celebrations that fall in the summer period are organised outside under a marquee.

Provide details of any other facilities to which the residents have access

There are other facilities that residents have access to as weekly hairdresser visits, Chiropodist visits monthly, GP visits as and when requires, district nurse visits as and when requires, Ear micro suction when requires, Physiotherapy/ OT organised by the GP when necessary for our residents.
The activity officer normally organises regular visits from the singers twice weekly and trips out to the community twice weekly. Also, pet therapy visits are organised for the residents. There are lots of horses and donkeys in the yard facing our garden, it is very soothing for residents to watch them. Internet is provided free of charge for our residents to use. Residents also could make calls free of charge from the company phone to their relatives or friends.

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.

To review the quality of care at Cilymaenllwyd care home. I looked at a range of records during my visit including care records information relating to the management of the service, risk assessments, staff training matrix supervision records and meeting minutes and conducted observations of the service. The quality assurance questionnaires have been sent twice a year to get feedback from the Residents, relatives, staff and other outsourcing agencies. On my inspection, all records were up to date and satisfactory.

Upon reviewing 5 staff files, I saw that the staff files had health declarations, photo IDs and contracts of employment that had been signed. There are two references for each staff noticed and one from the previous employer. The DBS matrix has been fully completed for all staff.

The home looked spotless and there were no offensive odours. The flooring looked mainly in good condition.

Residents and their families were involved in pre-admission assessments. These were conducted prior to the person moving in to the home. One family member told me that staff had been out to their house to undertake the assessment and to find out as much as they could about the person to ensure their needs and how they wanted to be cared for.

The local authority undertook all mental capacity assessments. Cognitive capacity assessments, Best Interests Records, and deprivation of liberty authorizations were seen as satisfactory. There were, however, consent forms for sensor mats that had been completed by the home and signed by residents or their families.

The home had undertaken various audits to ensure residents' safety and well-being, including Falls Audits, Care Plan Evaluations, Admissions to the Hospital, Medication Audits and Infection Control Audits. These had been completed within the agreed timescales. The findings, I was told, were shared with the teams in meetings and supervisions and appropriate actions were taken where needed.

Residents had a choice of meals and drinks each day. On the day that I visited, there were three choices of main course displayed in the dining room. The chef had details of residents' likes and dislikes so they could cater for them according to their wishes. There was a four-week rolling rota and the menu would change according to the seasons. Menus were discussed at residents' meetings

Residents and their families feel that the food was very good and they had many options to choose from.

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.

All Residents were supported to receive prompt access to health care services when required. service user's care plans included details about health professional's involvement and detailed input from GP's district nurses, podiatry, Psychology, Ophthalmology, audiology etc.

The home uses a four-weekly rolling menu and asked people for their choices daily. Menus had been discussed at a residents meeting and feedback from the questionnaire had indicated that Residents were happy with the choices available. Residents were supported to eat a balanced diet and had choices about their meals and drinks.

A large garden in the front of the care home where most of the Residents and their relatives spent time in the summer. The manager explained that Residents were able to lock their own bedroom doors if they wished to have private time with their loved ones. Some Residents were using their own mobile phones in their room, and they could talk to their relatives and friends in private, if they wish to. Residents had items to personalise their rooms and the registered manager encouraged Residents to bring things from home and enabled people to use their own furniture if they wish.

Residents had access to the communal areas of the home and the summer hut to spend time with their loved ones if they wish. Staff had the correct knowledge and skills to support people and received relevant training and development opportunities for their roles.

Training matrix indicate and found all the staff had their relevant training and it's ongoing for new starters.

Staff had the correct knowledge and skills to support people and received relevant training and development opportunities for their roles. Manager provides me the supporting evidence to validate that.

I checked the training matrix with the manager and found all the staff had their relevant trainings and it's on going for new starters.

Staff were encouraged to undertake national qualifications and supported and encouraged to progress their learning. Most of the staff were QCF 3 and QCF 2 holders. New starters were encouraged to do QCF 2 and enrolled. They received regular supervision every eight weeks and an annual appraisal. Supervisions are face-to-face sessions and observations. Staff are provided an opportunity to discuss any issues or concerns and discuss any learning or development needs.

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

Fire evacuation procedures.

It's in place and each person had a Personal Emergency Evacuation Plan (PEEP) which included details of what support they would need to evacuate the premises safely. There were regular checks of the fire alarms, fire doors and fire safety equipment by the maintenance personnel regularly and the external company maintains them annually.

Infection control.

Audits were carried out regularly and staff had access to appropriate disposable gloves and aprons which I saw being used during the inspection. Staff told us that these were always available and used when serving food or assisting Residents with personal care. All staff had received training in infection control.

Accidents and incidents.

This will be reported by staff, recorded, and used to identify any learning or actions needed. The team understood how to report any incidents, and these were recorded and monitored regularly by the manager to identify any trends or patterns. Any learning was shared with staff through meetings, supervision, and formal discussions.

Complaints.

There was a complaints policy in place which included details of the process, timescales for complaints to be investigated and responded to, and information about external agencies to contact if needed. The care home had not received any complaints since my last visit, however, Residents and relatives told me that they would be confident to raise any concerns if they needed to and felt that these would be listened to and acted upon. The manager deals with any complaints appropriately and timely manner.

Protection.

Residents were protected from the risks of abuse by staff who understood the potential signs and that they would be confident to report any concerns regarding the care or any sign of abuse such as mood swings, abnormalities, bruising and timidness or withdrawal. Staff knew that there is a safeguarding policy in place which includes details of the procedure for staff and contacts for external agencies if needed.

All staff who had been recruited safely, with appropriate pre-employment checks. Staff files included identification checks, application forms and interview records. Checks with the Disclosure and Barring Service (DBS) were in place before staff starts in their role to identify whether staff had any criminal records which might pose a threat to service users.

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

Service users' voices are heard, and their individual circumstances are considered. This started from daily decisions such as what Residents like for food that day, and activities to how they would like care and support to be provided. The kitchen department also prominently displayed in the dining area the choice for the day. Staff displayed good knowledge of how to engage Residents with communication difficulties, and living with dementia in their care and support. This was done in more formal means such as gestures, and facial expressions, and by care workers knowing the routines of service users exceptionally well.

Residents are supported to fulfil their potential and do things that matter to them which makes them happy. This resulted in people having their physical, mental, and emotional well-being enhanced by living in the care home. There was a range of daily activities for Residents to enjoy within the home. This includes dog therapy, light exercise, religious activities, music shows and trips to local amenities three times a week. At the time of my visit, I have witnessed many musicians perform shows and I saw many Residents dancing and singing along to the music. Activities included listening to music, reading, reminiscing, or sitting with the Residents providing comfort and company.

Home has a minibuss and a part-time driver who also provide support to service users. One of the Residents regularly helps maintenance personnel with his daily task and had all been risk assessed. This service user is living with dementia and is physically fit. he referred to himself as part of the staff team.

Residents were supported to be as independent as possible. Some Residents had variable mobility and staff explained that they encouraged Residents to stand and assist to transfer when able and only used equipment to move Residents where this was needed. "Reassure Residents that we are not here to do everything for them – it's about support and making it meaningful for them" Residents are encouraged to use their mobile phones whenever they feel to talk to their loved ones. Residents who haven't have a mobile phone are encouraged to use the company phone to talk to their relatives free of charge.

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)	23.50
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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
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Bus Experience, Dols, Fire evacuation training, Fire training, CoSHH, First aid, Pressure care, Dying, death & bereavement care, Recording keeping, Diabetes, Oral Health and Fire drills. Manager qualifies QCF level 5 and RMA level 4 Any training needed periodically has been taken and completed in time.
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Bus Experience, Dols, Fire evacuation training, Fire training, CoSHH, First aid, Pressure care, Dying, death & bereavement care, Recording keeping, Diabetes, Oral Health and Fire drills. Manager qualifies QCF level 5 Any training needed periodically has been taken and completed in time.
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Dementia Bus Experience, Dols, Fire evacuation training, Fire training, CoSHH, First aid, Pressure care, Dying, death & bereavement care, Recording keeping, Diabetes, Oral Health, Fire drills, Infection control refresher sessions with Carmarthenshire county council, Role of a care worker, Care planning and in-house manual handling training with our deputy manager who is a train the trainer personnel take care of the manual handling.</p> <p>All senior carers qualify for QCF Level 3 and some completed QCF Level 2 as well. Any training needed periodically has been taken and completed in time.</p>
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	4
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)	4
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.	<p>The staff shift pattern for senior carers is as follows :</p> <p>Shift 1 7 am to 8 pm.....1 staff</p> <p>Shift 2 7 am to 7 pm.....1 staff (only 1 senior carer works either 7-7 or 7-8 pm. depending on the shift arrangements)</p> <p>Shift 3 7 am to 1.30 pm1 staff only sometimes</p> <p>Shift 4 8 pm to 8 am.....1 staff.</p> <p>There is one senior care worker on each shift at all times.</p>
<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	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	11
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	1
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Dementia Bus Experience, Dols, Fire evacuation training, Fire training, CoSHH, First aid, Pressure care, Dying, death & bereavement care, Recording keeping, Diabetes, Oral Health, Fire drills, Infection control refresher sessions with Carmarthenshire county council, Role of a care worker, Care planning and in-house manual handling training with our deputy manager who is a train the trainer personnel take care of the manual handling.</p> <p>All carers qualify for QCF Level 2 All overseas staff hold RGN qualifications or have completed AWIF Any training needed periodically has been taken and completed in time.</p>
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Contractual Arrangements

No. of permanent staff	11
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	11

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)	11
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.	<p>The staff shift pattern for carers is as follows: Shift 1 7 am to 8 pm.....2 staff Shift 2 7 am to 7 pm.....2 staff. Shift 3 7 am to 1.30 pm.....1 staff Shift 4 1.30 pm to 8 pm.....1 staff Shift 5 8 pm to 8 am.....2 staff</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	0

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	1
Safeguarding	4
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 training, moving and handling, CoSHH, First aid training, Fire drill, Fire evacuation training and record keeping.

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	4

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)	4
No. of part-time staff (16 hours or under per week)	0

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
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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	3
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
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.	The additional training taken by the catering staff is as follows: Fire evacuation training, Fire training, CoSHH knowledge and record keeping, First aid, Fire drill and Recordkeeping.

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	3

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)	3
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	3
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	<p>One Administrator who has been employed to perform day-to-day clerical work and control the payroll administration.</p> <p>One maintenance personnel who controls the health and safety maintenance, fire equipment weekly checks, room checks and any painting works and building works. Including garden works.</p> <p>One activity personnel - Who is responsible for all the activities for the residents including arranging the trips twice a week, Singers to bring home to entertain residents and several internal activities organised. This is a full-time position to entertain residents and report anything for residents' improvements.</p> <p>One Gardner - To do the front and rear gardens maintenance including cutting grass and general cleaning around the care home. This person does the necessary painting works when and where it's necessary.</p>
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Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
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.	Fire evacuation training, Fire training, CoSHH file handling, first aid training and Fire drill. Manual handling and Infection control refresher course.

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	4

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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0