

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:	Bethany Home LTD	
The provider was registered on:	18/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bethany Residential Home LTD	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/03/2019
	Responsible Individual(s)	Robert Phelps
	Manager(s)	Melanie Hales
	Maximum number of places	36
	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	Staff given clear information about their roles and responsibilities from induction. Mandatory and face to face training must be completed by all staff in the set time frame to be compliant within their roles. All staff must be registered with CCW. All staff must adhere to the policies and procedures. Regular communication with staff through hand overs and staff meetings. Supervision and Appraisals. Monitoring performance and performance reviews if required. Gather feedback from residents, fami
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff always thanked after every shift, new ideas from staff are welcomed and implemented where possible. Staff appreciated by the management team, thank you cards, chocolates for their birthdays. The home values staff opinions, incentives, rewards for staff for obtaining qualifications. Good communication between management and staff, open door policy where staff are able to discuss any concerns or problems. Adequate staffing levels, above the working pay wage. staff outings, daily presence

Service Profile

Service Details

Name of Service	Bethany Residential Home LTD
Telephone Number	01291621425
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	N/A
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	55
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Fees Charged

The minimum weekly fee payable during the last financial year?	775
The maximum weekly fee payable during the last financial year?	800

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	6
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have regular residents meetings and 6 monthly reviews with the families.

Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	37
How many bathrooms have assisted bathing facilities?	0
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	2 level outdoor gardens with grass, patio areas, raised planting beds and small fountain
Provide details of any other facilities to which the residents have access	Sensory Room

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.

Person centred approach, residents have an input in to their own care plans, to ensure that the individual care delivered is unique to everyone else, every month prior to evaluating care plans these are discussed with the residents to see if they are happy with the care they are receiving.
Staff ensure that residents are encouraged to retain as much independence as possible, they are encouraged to speak up, make their own decisions and are listened to and feel their views are valued.
All residents prior to admission are issued with a statement of purpose and a service user guide, this gives them information about the home, all the relevant documents in these packs gives them information on how to raise a complaint or concern.
Located in reception is a locked complaints/comments and suggestion box which only the proprietor has access to.
Residents/relatives meetings held every 3 months to gather feedback on how we can improve the services that we provide.
6 monthly reviews carried out with the residents and their families.
Yearly questionnaires sent to residents, families, staff and outside professionals, to gain positive or negative feedback.
Management have an open-door policy and are very approachable, daily walk around by management to observe practices and this involves one to one discussion with the residents.
Residents are involved with any changes within the home, changing décor and furnishings.
MCC contracts monitoring officer reviews the home yearly, discussions are held with the residents, personal files are audited to ensure all relevant documentation is in place.
Social workers complete annual reviews this gives the residents opportunities to discuss the care they are receiving.

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 encouraged to be independent and their choices valued, tested with dignity and respect and their privacy upheld.
Residents have access to outside professionals if required, dietitian, physiotherapist, occupational therapist, dentist, district nurse, GP, mental health team, chiropodist, hair dressers, transport available to assist residents to attend hospital appointments.
Staff are aware of all resident's care needs prior to admission, robust care plans and risk assessment in place, this gives the staff the knowledge and tools they need to have more information of the residents. Peoples needs and wishes are clearly documented in the resident's personal plans which informs care staff how best to support each person individually.
The home supports individuals living with dementia, the layout of the environment supports people's independence, signage is present throughout the home with residents photographs on their bedroom doors to support their orientation.
Policies, procedures and risk assessments in place to ensure residents are independent whilst reducing the risk and encouraging them to have the freedom of their home.
Prior to residents moving in to the home life histories are completed by themselves or family members to ascertain their preferences to ensure their social needs are met. This enables staff to have a better understanding of the resident's activities that they choose to take part in, this keeps them stimulated and makes them feel better in health as they remain active.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are satisfactory selection and vetting systems in place for newly appointed staff, all employees must have a DBS check prior to employment. References x3 required one must be from previous employer if possible. Staff are trained to do their roles, staff complete an induction programme and the home uses a buddy system so no new staff work alone. All care staff and management are registered with Social Care Wales. Complaints policy and whistle blow policy are situated in the reception area for staff and residents to have access to. Management have an open-door policy, they complete daily walk rounds which involves talking to the residents and this gives them the opportunity to discuss any concerns they have. Quarterly meetings held with the residents and their families to discuss the care that they receive. Reg 73/80 carried out by the responsible individual these include talking to the residents, this gives them the opportunity to share their views and opinions of the service. Staff supervisions and appraisals are carried out regularly to reflect on their practice and make sure their professional competence is maintained.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Personal centred care plans, which are tailored specifically around the individuals, prior to admission a robust pre-assessment is completed by two managers all relevant information is gathered to enable staff to cater for the individual's needs. Outside professionals available if any concerns arise- GP, CPN, Dietician, Advocacy services, District nurses, Palliative care team, frailty team. Occupational therapist, Physiotherapist. Weekly doctor surgery within the home, access to out of hours GP. All residents encouraged to be independent and their choices valued, treated with dignity and respect, and their privacy upheld. Activities carried out daily in the home various activities take place which suite the resident's needs, staff complete my life story with the residents to gain more knowledge on what they like to do to remain active. The home offers a dining room experience to encourage residents to engage with each other. Good interaction between staff and residents which is very good often hear laughter and see residents smiling this indicates that they are happy. Residents have a voice and are heard, they choose what they want to do, Open door policy for residents and family members to speak to management. Policies procedures and risk assessment in place to ensure residents are independent whilst reducing risk and encouraging them to have the freedom of their home.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>33</p>

<p>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>	
<p>Staff Type</p>	<p>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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
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	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

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
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

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?	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed 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 to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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?	No
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	24
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	5
Health & Safety	20
Equality, Diversity & Human Rights	0
Infection, prevention & control	18
Manual Handling	23
Safeguarding	21
Medicine management	12
Dementia	15
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	22
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	2
<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)	12
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.	Mornings - 6.5 hours/day, 3 staff Members Afternoons - 6.5 hours/day, 3 staff Members Nights - 11 hours/day, 3 staff Members Manager - 40 hours/week Deputy Manager - 35 hours/week Bathing - 8 hours/day, 1 staff Member Domestic - 6 hours/day, 1 staff Member Laundry - 8 hours/day, 1 staff Member Kitchen - 10 hours/day, 1 staff Member Maintenance - 8 hours/day, 2 staff Members
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	4
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	0
No. of part-time staff (17-34 hours per week)	2
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	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<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)	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	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
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

