

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:	BIRA CARE HOMES LTD	
The provider was registered on:	21/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ashton Park Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	25/10/2018
	Responsible Individual(s)	Bishnu Khanal
	Manager(s)	Janet Watkins
	Maximum number of places	17
	Service Conditions	There are no conditions associated to this service
	Avenue Road Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	21/09/2018
	Responsible Individual(s)	Bishnu Khanal
	Manager(s)	Liza Edwards
	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	Bira Care has a robust training program in place to ensure that staff members have the necessary skills and knowledge to perform their duties effectively. This program involves identifying individual training needs, developing individualised training plans, regular assessments, and feedback from service users and their relatives. Mandatory training requirements include health and safety, infection control, safeguarding, equality and diversity, manual handling, dementia, and positive behaviour.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruiting and retaining staff is crucial for Bira Care Homes to provide high-quality services. Recruitment involved advertising job vacancies through various channels, developing job descriptions, a clear application process, and conducting interviews. Retention involved competitive pay and benefits, career progression, staff recognition, work-life balance, and staff engagement. The goal is to attract and retain committed staff members who provide excellent service and care.

Service Profile

Service Details

Name of Service	Ashton Park Care Home
Telephone Number	01633262723
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Hindi, Nepali, Malayalam, Bangla, Sinhala, Tamil

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	24
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Fees Charged

The minimum weekly fee payable during the last financial year?	661
The maximum weekly fee payable during the last financial year?	1070

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year, Bira Care Homes made arrangements to consult people who use the service about the operation of the service, including the following:</p> <p>Regular resident meetings: Bira Care Homes held regular meetings with residents to discuss their experience of the service, identify areas for improvement and make decisions together.</p> <p>Satisfaction surveys: Bira Care Homes conducted regular satisfaction surveys to gather feedback from residents and their families about their experience of the service.</p> <p>Complaints procedure: Bira Care Homes had a complaints procedure in place, which enabled residents to raise concerns or complaints about the service, and their views were taken into account when investigating and resolving the issues.</p> <p>Care plan reviews: Bira Care Homes conducted care reviews with residents and their families to discuss the effectiveness of the care provided, identify any changes required, and ensure that the care provided was meeting their individual needs.</p>

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	1
How many dining rooms at the service?	2

Provide details of any outside space to which the residents have access	Residents at our facility have access to a spacious patio space. The outside space includes the garden, walking path, seating area and recreational facilities. It is designed to provide residents with opportunities for relaxation and social interactions, and physical activities. We ensure the outdoor area is accessible, safe and suitable for residents of all abilities. Regular maintenance and supervision are carried out to ensure the cleanliness and security of the outdoor space.
Provide details of any other facilities to which the residents have access	Our residents have access to a range of additional facilities to enhance their living experience. These include a communal lounge for socialising and recreational activities. Access to a mini library is available with a quiet area. Hairdresser facilities. A communal dining area where residents can enjoy nutritious meals. These facilities are designed to promote wellbeing, engagement and a sense of community amongst our residents.

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.

In the last financial year, Bira Care Homes have assessed the extent to which people receiving care and support feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. This assessment has included the following;

1. Person-Centered care: Bira Care Homes assessed the care and support provided is person-Centered, meaning it is tailored to meet the individual needs and preferences of each person. This includes ensuring that people are involved in decisions about their care and support and that their views and opinions are heard and respected.

2. Choice and control: Bira Care Homes assessed people receiving care and support have a choice about the care and support they receive. This includes ensuring that people have access to a range of options and are supported to make informed decisions about their care and support.

3. Participation in decision-making: Bira Care Homes assessed people receiving care and support are involved in decision-making processes that affect their care and support. This includes ensuring that people are provided with information about their care and support and are supported to express their views and preferences.

4. Access to information and advocacy: Bira Care Homes assessed people receiving care and support have access to information about their care and support and are supported to make informed decisions. This includes ensuring that people are provided with information in a format that is accessible to them and that they have access to independent advocacy services if required.

5. Support for independence and community participation: Bira Care Homes assessed whether people receiving care and support are supported to maintain their independence and participate in their communities. This includes ensuring that people are supported to pursue their interests and hobbies and to engage in social activities.

Overall, Bira Care Homes assessed the extent to which people receiving care and support feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.

<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>We ensure that people receiving care and support are happy, healthy, and supported to maintain their ongoing health, development, and overall wellbeing. In the last financial year, Bira Care Homes assessed the extent to which people receiving care and support are happy and supported to maintain their ongoing health, development, and overall wellbeing. This assessment also included the following.</p> <ol style="list-style-type: none"> 1. Quality of care: Bira Care Homes have assessed the quality of care provided to people receiving care and support to ensure that it is person-centered, responsive, and of a high standard. 2. Health and wellbeing: Bira Care Homes have assessed the extent to which people receiving care and support are supported to maintain their ongoing health and wellbeing. This includes ensuring that people have access to healthcare services, are supported to take their medication, and have their nutritional needs met. 3. Social and emotional wellbeing: Bira Care Homes have assessed the extent to which people receiving care and support are supported to maintain their social and emotional wellbeing. This includes ensuring that people have access to social activities and are supported to maintain relationships with family and friends. 4. Development: Bira Care Homes have assessed the extent to which people receiving care and support are supported to develop their skills, knowledge, and abilities. This includes ensuring that people have access to education and training opportunities. 5. Safety: Bira Care Homes have assessed the extent to which people receiving care and support are safe and protected from harm. This includes ensuring that appropriate risk assessments are in place and that staff members are trained to identify and respond to safeguarding concerns. <p>Overall, Bira Care Homes have assessed the extent to which people receiving care and support are happy and supported to maintain their ongoing health, development, and overall wellbeing. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.</p> <p>Liaising with aligned doctors' surgery, district nurses, dentists and chiropodist. Hospital appointments attended. Family visits and trips out. Celebration of birthdays and special occasions. The provision of activities and hairdresser.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure that people living in care homes are safe and protected from abuse and neglect. In the last financial year, Bira Care Homes have assessed the extent to which people living in care homes feel safe and protected from abuse and neglect. This assessment has included the following.</p> <ol style="list-style-type: none"> 1. Staff recruitment and training: Bira Care Homes have the robust recruitment and training processes in place to ensure that staff members are appropriately qualified, trained, and vetted. 2. Policies and procedures: Bira Care Homes have assessed the appropriate policies and procedures in place to prevent abuse and neglect from occurring. This includes ensuring that there are clear protocols for reporting and investigating concerns in place. 3. Risk assessments: Bira Care Homes have assessed the appropriate risk assessments to identify and manage any potential risks to people living in our care home. 4. Monitoring and review: Bira Care Homes have assessed the monitor and review our practices regularly to ensure that they are effective in preventing abuse and neglect. 5. Safeguarding: Bira Care Homes have assessed the appropriate safeguarding procedures in place to protect people from abuse and neglect. This includes ensuring that staff members are trained to identify and respond to safeguarding concerns. <p>Overall, Bira Care Homes have assessed the extent to which people living in care homes feel safe and protected from abuse and neglect. This assessment has been used to ensure that people living in our care homes receive high-quality care and support that is safe and protects their wellbeing.</p> <p>Identity of visitors checks. Liaising with family members to discuss appropriate visitors. Social Worker annual reviews The setting has a key padded entry system.</p>

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

Bira Care Homes ensure that people receiving care and support live in our accommodation that best supports their wellbeing and achievement of their personal outcomes. In the last financial year, Bira Care Homes have the extent to which people receiving care and support live in our care home accommodation that best supports their wellbeing and achievement of their personal outcomes. This assessment included the following.

1. Quality of accommodation: Bira Care Homes have assessed the quality of accommodation provided to people receiving care and support to ensure that it is safe, clean, and appropriate for their needs.
2. Person-centered care: Bira Care Homes have assessed whether care and support services are person-centered and support people to achieve their personal outcomes. This includes ensuring that people have choice and control over the care and support they receive and that their preferences and needs are taken into account.
3. Accessibility: Bira Care Homes have assessed the accommodation is accessible and supports people with disabilities or other impairments to live as independently as possible.
4. Integration: Bira Care Homes have assessed the extent to which accommodation is integrated into the local community and supports people to maintain relationships with family and friends.
5. Monitoring and review: Bira Care Homes have assessed whether care and support services monitor and review the quality of accommodation regularly to ensure that it continues to meet the needs and preferences of people receiving care and support.

Overall, Bira Care Homes have assessed the extent to which people receiving care and support live in our accommodation that best supports their wellbeing and achievement of the personal outcomes. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.

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)	19
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	Fire Evacuation, Conflict Management Level 2, Fall Prevention and safe use of bedrails, Bullying and Harassment in the workplace, RISCA training, Advanced Care Planning, HACCP Level 3, Registration Training, Epilepsy Awareness, Coaching Level 1, Person Centered Care Level 2, Duty of Candour in Care, Conflict Management, Lateness and unauthorised absence, Lone working, Falls Management. Positive behaviour training anticipated in June 2023.

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Evacuation, Oral Hygiene. Positive behaviour anticipated in June 2023.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
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.	The staff at our service typically work in various shift patterns to ensure round the clock coverage and the highest quality of care. Our typical shift patterns include morning afternoon and night shifts. On average we have 1 senior on the day shift 730am - 730 pm. These shift patterns are designed to maintain continuous support and assistance through the day.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
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	15
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	6
Health & Safety	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	16
Safeguarding	6
Medicine management	8
Dementia	2
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Evacuation, Oral Care,
Contractual Arrangements	
No. of permanent staff	15
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	6
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)	8
No. of part-time staff (17-34 hours per week)	7

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.	730am - 730pm 3 staff
Staff Qualifications	
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	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene. Hand hygiene. Positive Behaviour training is anticipated in June 2023.
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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Infection, prevention & control	3
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive behaviour training anticipated in June 2023. Manual Handling training anticipated May 2023. Hand hygiene, HACCP training.
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)	2
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	3
No. of staff working toward required/recommended qualification	3
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.	Activities Co-Ordinator. Providing stimulating and meaningful activities. Maintenance staff. Complete weekly building checks including water temperatures and fire alarm systems.
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	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Hand hygiene. Positive behaviour training anticipated June. 2023
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	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	Avenue Road Nursing Home
Telephone Number	01873857607
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	All our staff speak English.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	87
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Fees Charged

The minimum weekly fee payable during the last financial year?	766
The maximum weekly fee payable during the last financial year?	1000

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year, Bira Care Homes made arrangements to consult people who use the service about the operation of the service, including the following:</p> <p>Regular resident meetings: Bira Care Homes held regular meetings with residents to discuss their experience of the service, identify areas for improvement and make decisions together.</p> <p>Satisfaction surveys: Bira Care Homes conducted regular satisfaction surveys to gather feedback from residents and their families about their experience of the service.</p> <p>Complaints procedure: Bira Care Homes had a complaints procedure in place, which enabled residents to raise concerns or complaints about the service, and their views were taken into account when investigating and resolving the issues.</p> <p>Care reviews: Bira Care Homes conducted care reviews with residents and their families to discuss the effectiveness of the care provided, identify any changes required, and ensure that the care provided was meeting their individual needs.</p>

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	the residents at our facility they have access to the a well maintained outdoor area with a space for growing plants and vegetables at their leisure. we have an area for relaxation and with seating for their visiting friends and family. all areas are accessible and safe for all abilities. there is regular supervision of the outside area and a regular regime of maintenance and cleanliness.
Provide details of any other facilities to which the residents have access	our residents have access to additional facilities to enhance their living experience. these include a communal lounge for socialising and recreational activities. we provide a service from a hairdresser and visiting chiropodist. a communal dining room to enjoy their meals. these facilities are designed to promote well-being with engagement from others. we are local to the shops and parks and residents can access the wider community.

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	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.

<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>In the last financial year, Bira Care Homes have assessed the extent to which people receiving care and support and feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. This assessment have included the following;</p> <ol style="list-style-type: none"> 1. Person-Centered care: Bira Care Homes assessed the care and support provided is person-Centered, meaning it is tailored to meet the individual needs and preferences of each person. This includes ensuring that people are involved in decisions about their care and support and that their views and opinions are heard and respected. 2. Choice and control: Bira Care Homes assessed people receiving care and support have a choice about the care and support they receive. This includes ensuring that people have access to a range of options and are supported to make informed decisions about their care and support. 3. Participation in decision-making: Bira Care Homes assessed people receiving care and support are involved in decision-making processes that affect their care and support. This includes ensuring that people are provided with information about their care and support and are supported to express their views and preferences. 4. Access to information and advocacy: Bira Care Homes assessed people receiving care and support have access to information about their care and support and are supported to make informed decisions. This includes ensuring that people are provided with information in a format that is accessible to them and that they have access to independent advocacy services if required. 5. Support for independence and community participation: Bira Care Homes assessed whether people receiving care and support are supported to maintain their independence and participate in their communities. This includes ensuring that people are supported to pursue their interests and hobbies and to engage in social activities. <p>Overall, Bira Care Homes assessed the extent to which people receiving care and support feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.</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>We ensure that people receiving care and support are happy, healthy, and supported to maintain their ongoing health, development, and overall wellbeing. In the last financial year, Bira Care Homes assessed the extent to which people receiving care and support are happy and supported to maintain their ongoing health, development, and overall wellbeing. This assessment also included the following.</p> <ol style="list-style-type: none"> 1. Quality of care: Bira Care Homes have assessed the quality of care provided to people receiving care and support to ensure that it is person-centered, responsive, and of a high standard. 2. Health and wellbeing: Bira Care Homes have assessed the extent to which people receiving care and support are supported to maintain their ongoing health and wellbeing. This includes ensuring that people have access to healthcare services, are supported to take their medication, and have their nutritional needs met. 3. Social and emotional wellbeing: Bira Care Homes have assessed the extent to which people receiving care and support are supported to maintain their social and emotional wellbeing. This includes ensuring that people have access to social activities and are supported to maintain relationships with family and friends. 4. Development: Bira Care Homes have assessed the extent to which people receiving care and support are supported to develop their skills, knowledge, and abilities. This includes ensuring that people have access to education and training opportunities. 5. Safety: Bira Care Homes have assessed the extent to which people receiving care and support are safe and protected from harm. This includes ensuring that appropriate risk assessments are in place and that staff members are trained to identify and respond to safeguarding concerns. <p>Overall, Bira Care Homes have assessed the extent to which people receiving care and support are happy and supported to maintain their ongoing health, development, and overall wellbeing. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure that people living in care homes are safe and protected from abuse and neglect. In the last financial year, Bira Care Homes have assessed the extent to which people living in care homes feel safe and protected from abuse and neglect. This assessment has included the following.</p> <ol style="list-style-type: none"> 1. Staff recruitment and training: Bira Care Homes have the robust recruitment and training processes in place to ensure that staff members are appropriately qualified, trained, and vetted. 2. Policies and procedures: Bira Care Homes have assessed the appropriate policies and procedures in place to prevent abuse and neglect from occurring. This includes ensuring that there are clear protocols for reporting and investigating concerns in place. 3. Risk assessments: Bira Care Homes have assessed the appropriate risk assessments to identify and manage any potential risks to people living in our care home. 4. Monitoring and review: Bira Care Homes have assessed the monitor and review our practices regularly to ensure that they are effective in preventing abuse and neglect. 5. Safeguarding: Bira Care Homes follow the appropriate safeguarding procedures in place to protect people from abuse and neglect. This includes ensuring that staff members are trained to identify and respond to safeguarding concerns. <p>Overall, Bira Care Homes have assessed the extent to which people living in care homes feel safe and protected from abuse and neglect. This assessment has been used to ensure that people living in our care homes receive high-quality care and support that is safe and protects their wellbeing.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Bira Care Homes ensure that people receiving care and support live in our accommodation that best supports their wellbeing and achievement of their personal outcomes. In the last financial year, Bira Care Homes have the extent to which people receiving care and support live in our care home accommodation that best supports their wellbeing and achievement of their personal outcomes. This assessment included the following.</p> <ol style="list-style-type: none"> 1. Quality of accommodation: Bira Care Homes have assessed the quality of accommodation provided to people receiving care and support to ensure that it is safe, clean, and appropriate for their needs. 2. Person-centered care: Bira Care Homes have assessed whether care and support services are person-centered and support people to achieve their personal outcomes. This includes ensuring that people have choice and control over the care and support they receive and that their preferences and needs are taken into account. 3. Accessibility: Bira Care Homes have assessed the accommodation is accessible and supports people with disabilities or other impairments to live as independently as possible. 4. Integration: Bira Care Homes have assessed the extent to which accommodation is integrated into the local community and supports people to maintain relationships with family and friends. 5. Monitoring and review: Bira Care Homes have assessed whether care and support services monitor and review the quality of accommodation regularly to ensure that it continues to meet the needs and preferences of people receiving care and support. <p>Overall, Bira Care Homes have assessed the extent to which people receiving care and support live in our accommodation that best supports their wellbeing and achievement of the personal outcomes. This assessment has been used to ensure that people receive high-quality care and support that meets their individual needs and preferences.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>40</p>
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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
<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.	N/A
<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>	
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.	Some of the training completed covers a 3 year period.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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 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?	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	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.	Staff have completed their training, PBM training is due for refresher June 2023 for all staff.
<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>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.	The shift pattern is 7am-7pm day and 7pm-7am night.
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	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PBM Training is to be completed June 2023, staff training completed with some training refreshers every 3 years.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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
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.	The staff at our service typically work in various shift patterns to ensure round the clock coverage and the highest quality of care. Our typical shift patterns include day and night shifts. On average we have 5 carer and 1 senior care on the day shift 7:00am - 7:00pm and 3 carer on the night shift 7:00pm to 7:00am. These shift patterns are designed to maintain continuous support and assistance through the day and night.
Staff Qualifications	
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
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	22
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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	0
Dementia	20
Positive Behaviour Management	0
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	staff also completed training in first aid, fire safety. PBM training is planned for June 2023.
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	13
No. of part-time staff (17-34 hours per week)	6
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.	shift pattern is 7-7 long day, 7-7 Night, 8-2 Day
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	8
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	domestic staff have completed their training, COSH H training refresher planned for June 2023.
<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

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
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	the kitchen staff have also completed alergins training for their role.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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	4
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 person, activities & well-being Co.
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	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	training is completed relevant to the role of the staff .
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

