

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:	Brynderwen	
The provider was registered on:	09/08/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Era Community Care Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/08/2021
	Responsible Individual(s)	Eryl Pellow
	Manager(s)	Donna Richards
	Maximum number of places	6
	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 training is delivered according to regulatory requirements (Mandatory training). Training is also sourced according to any needs identified by the people we provide care and support. Incidents and ABC/risk assessments and reports are scrutinised and training provided to ensure that changes are made to practice. Staff meetings and supervision/appraisal have been a conduit to identifying training. Staff are also able to request additional training for professional development
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff have been provided with re-numeration to ensure that they feel valued. One to one meetings have been undertaken to ensure that the culture of the home represents the desired values and ethos. We have aimed to understand staff needs, and ensured that at these needs are met as far as practical, such as being flexible with staff who are studying and allowing those staff who want to work additional hours opportunities for additional hours. We also accommodate shift patterns required by parents.

Service Profile

Service Details

Name of Service	Brynderwen Catre
Telephone Number	01269269215
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	No other spoken languages at the time of this return.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2022
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The maximum weekly fee payable during the last financial year?	3790
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Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Staff actively support our residents and listen to the feedback , compliments and concerns relating to the environment , care and support provision general satisfaction and happiness of the people we care for . The Manager has an open door policy and spends considerable time supporting and listening to residents views .The RI meets with all residents during all visits to the home which are generally twice a week, reading reports, notes and asking residents how they feel about the service, asking focused questions about ' What is going well and what they would change. There are regular resident meetings whereby residents are empowered to contribute to the development of the service and direct any required changes . Residents have advocates who regularly meet with residents and promote the views of the individuals. There also care plan reviews led by the resident and developed in conjunction with the resident , care coordinator, staff member and others as requested
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Service Environment

How many bedrooms at the service are single rooms?	6
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	6
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How many bathrooms have assisted bathing facilities?	2
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How many communal lounges at the service?	4
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How many dining rooms at the service?	2
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Provide details of any outside space to which the residents have access	Two of the rooms are bespoke and have their own private gardens with raised beds and seating . All residents have access to a large patio, which has shrubs and a covered fish pond, seating and play equipment and BBQ area . All residents also have access to the extensive lawns and gardens which wrap around the main house which provide space for the residents to exercise within the home environment .There is a secluded area within the patio area where the homes pet rabbits reside which provides an area of interest for residents and visitors alike .
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Provide details of any other facilities to which the residents have access	<p>The residents can access all areas of the home , two residents who have the partially self contained accommodation and have their own shared kitchen, utility room and sitting accommodation. In the main house there are three lounges one on the first floor and a large kitchen dining room. Residents use all of the communal areas throughout the home. There are two WC's on the ground floor for the use of residents.</p> <p>All rooms have en suite bathrooms and there is also a separate communal bathroom on the first floor.</p> <p>The home is surrounded by 200 plus acres of land which is owned by the home and available to all the residents and staff of the home .The home itself sits in an acre of land which is available for the use of all the residents . There are footpaths directly opposite the home which are regularly used by some of the residents.</p>
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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	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	There is a Total Communication co-ordinator at the home and other means of communication ,used are the use of objects of reference objects of reference , pictorial timetables

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>All care planning is undertaken taking account of the wishes of the people we support and are developed with the individual and others involved in their care and support such as family members if requested by the individual. Care plans are completed in a format that they understand and are will be written in English or Welsh and can include pictorial images and easy read as required. Care plans is detailed taking account of the nuances and fine tuning that bring the plan to life and they fully represent the views and wishes of the individual</p> <p>Care plans are reviewed with the residents every three months, earlier if there is a change in needs, all changes to the plan are agreed with the resident and care coordinator.</p> <p>Success are celebrated which inspires new goals and increase individuals confidence. Barriers to success and achievement of goals are managed by a dynamic risk assessment which are in place to support people to have opportunities allowing the individual to work towards aspirational goals and have a positive, contributory and happy life.</p> <p>Residents have meetings with the RI and Manager in addition to service user meetings were feedback on the service is encouraged and noted. Incident reports are critically analysed to ensure that required changes are made in conjunction with the residents needs and wishes as the incident may be due to an unmet need. All residents are involved in planning their weekly activities and new pursuits are encouraged to ensure that all service users have opportunities to have new experiences and learning new skills. Residents are consulted in the planning of activities and their personal interest pursuits to provide them with meaningful activities which will increase confidence support wellbeing and extend their social networks.</p> <p>Menus are developed in consultation with residents and these are changed on a monthly basis. Some residents have elected to undertake their own grocery shopping and plan their own meals with support. Staff and managers work with residents to empower them to have control over their lives and support them to make informed decisions and become confident in the decisions they make. Brynderwen staff team support residents to achieve their goals by understanding what is important to and for the individual. Residents also have advocates who regularly visit the home and ensure that all wishes and needs are heard and met. The home welcomes this collaboration</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>The home staff encourage, support and organises (if required) all medical, mental health and dental appointments ensuring that all appointments are attended. Annual health reviews are undertaken in addition to scheduled and routine appointments. Currently all residents at the facility have their medication administered which ensures compliance. Residents are supported within the home to adopt more healthy lifestyles which is undertaken in terms of more healthy eating having a balanced diet, undertaking physical activity to increase and improve mobility to support both physical and mental health Gentle exercise equipment is sourced in conjunction with care teams to increase the physical activity of those who have mobility issues for example a pedalling equipment which can be used whilst watching TV. Physical activities are introduced within all activities such as shopping, residents will undertake shopping trips and walk around shopping centres etc which maintains activities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Brynderwen has an open and transparent person centred culture which underpins the safeguarding and protection of the people we support. The aim wherever possible is to support our residents (if possible) to be aware of what constitutes abuse and neglect, and be aware of who may abuse/ neglect them. Our residents are empowered to make choices and provided with information and guidance which informs them of their rights. However, capacity and understanding may vary therefore all staff at all levels have Safeguarding Training and understand what constitutes abuse and protect all residents from any form of abuse and aim to prevent any abuse and neglect. Staff will make early positive interventions Any concerns are reported to the Safeguarding Team. Brynderwen have a robust and dynamic risk management process which contribute to protecting our residents from abuse and neglect and have policies and procedures in place to prevent and or report any perceived abuse.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Changes are made to the accommodation to meet the needs of the residents whose needs may change for example an additional quiet lounge was developed on the first floor for the additional comfort of residents One room has had a second ensuite room provided to meet the needs of the resident.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18
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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>	
	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.	ADHD awareness Autism Awareness Communication skills Confidence and assertiveness COSHH Dementia Awareness Professional Boundaries Deprivation of Liberties Diabetes Essentials Fire Safety and Fire Marshall First Aid at Work Health and Safety Infection prevention Lone Working Mental Capacity Act Mental Health Awareness Obesity in Adults Person Centred Care Positive Behavior Support Reporting and Recording Safeguarding adults
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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.
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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
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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	2
No. of posts vacant	1

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	1
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Supervisory Training

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 to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

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
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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	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	2
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Supervision Training Promoting Independence ADHD awareness Autism Awareness Communication skills Confidence and assertiveness COSHH Dementia Awareness Professional Boundaries Deprivation of Liberties Diabetes Essentials Fire Safety and Fire Marshall First Aid at Work Health and Safety Infection prevention Lone Working Mental Capacity Act Mental Health Awareness Obesity in Adults Person Centred Care Positive Behavior Support Reporting and Recording Safeguarding adults
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
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.	Staff work 12 hour long shifts from 8 until 8 however there are shifts available from 8 until 2 and from 2 until 8 which allow staff flexibility. There will be six staff excluding the manager. There is a senior and manager on shift at all times. The shorter shifts are used generally for the additional support and the 2 to 1 provision required by the needs of the residents We have dedicated night staff who work 12 hour waking shifts and there are three waking staff members at the time of this return.
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Staff Qualifications	
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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	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	
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No. of staff in post	18
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	5
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	0
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Promoting Independence Diabetes Parkinson Fire First sepsis Awareness Social Inclusion Risk assessment ADHD awareness Autism Awareness Communication skills Confidence and assertiveness COSHH Dementia Awareness Professional Boundaries Deprivation of Liberties Diabetes Essentials Fire Safety and Fire Marshall First Aid at Work Health and Safety Infection prevention Lone Working Mental Capacity Act Mental Health Awareness Obesity in Adults Person Centred Care Positive Behavior Support Reporting and Recording Safeguarding adults
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">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)	10
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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.	Staff work 12 hour long shifts from 8 until 8 however there are shifts available from 8 until 2 and from 2 until 8 which allow staff flexibility. There will be six staff excluding the manager. There is a senior and manager on shift at all times. The shorter shifts are used generally for the additional support and the two to one provision required by the needs of the residents. We have dedicated night staff who work 12 hour waking shifts and there are three waking staff members at the time of this return.
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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
Domestic staff	
Does your service structure include roles of this type?	No

Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No