

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:	Bryn Derwen St Asaph LTD	
The provider was registered on:	21/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bryn Derwen St Asaph Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/02/2019
	Responsible Individual(s)	Dawn Gittins
	Manager(s)	Nia Pierce
	Maximum number of places	20
	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	Annual training audits are carried out which identifies individual staff training needs for the next 12 months. Since Covid pandemic Bryn Derwen have been using an online training provider and all identified training is booked for staff to complete. A training matrix is kept and monitored and updated regularly to ensure all staff are on target with their training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Bryn Derwen recruits through "Indeed". Upon employment, residents are consulted as to how they find the new member of staff before the 3 month contractual trial period ends. Once Bryn Derwen is happy with the employee and permanent employment has been offered we offer a range of incentives such as bonuses, enhanced pay for qualifications and team building activities to maintain staff retention.

Service Profile

Service Details

Name of Service	Bryn Derwen St Asaph Ltd
Telephone Number	01745582570
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	27
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Fees Charged

The minimum weekly fee payable during the last financial year?	700.12
The maximum weekly fee payable during the last financial year?	825

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?	Quality questionnaire audits were given to Service Users and their families, regular letters and emails sent to families with general updates, opportunities given to families to discuss care planning. Open door policy held by manager to discuss any issues as they arise.

Service Environment

How many bedrooms at the service are single rooms?	18
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	1
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	Secure garden which is Dementia friendly and allows our residents to sit outside in a safe secure environment whenever they wish to do so, the garden has multi sensory items, an enchanting mural raised planters a kitchen garden, wheelchair friendly paths scented plants and orange of garden furniture,.
Provide details of any other facilities to which the residents have access	The home has several sensory corridors that allows residents to walk with purpose, the dining room has been designed to have a "cafe feel".

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>Bryn Derwen carries out 3 monthly Key Worker reviews which involves discussing care and support with the individuals. 6 monthly quality questionnaires are conducted which gives the individuals and their families a chance for their voices to be heard. A new initiative that Bryn Derwen has begun is Annual Person centred reviews. These are in addition to the usual review and concentrates mainly on the well being of the individual and how we can assist them to have a better quality of life.</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>Personal Plans at Bryn Derwen are outcome focussed and read in a way that identifies the individuals strengths and what they are able to do independently. Any areas that individuals need assistance with are detailed in an "actions section" so we are not concentrating on the individuals weaknesses. As mentioned above, the Person Centred Reviews help to gauge the extent to which the individual is happy and supported to maintain their ongoing health, development and overall wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Bryn Derwen has a rigorous recruitment policy which ensures staff employed are suitable to work with vulnerable adults. The staff are trained in whistle blowing and vulnerable adults training, during staff meeting and in supervision, whistle blowing is discussed and all staff understand their responsibilities in this area. On my 2 monthly Regulation 72 visit I spend time with the residents and assess how comfortable, safe and secure they feel. In addition the manager carries out 2 monthly residents meetings and one of the set questions asked is how safe and comfortable the individual feels. Bryn Derwen has recently reviewed its internal safety and installed new external security lights and all internal and external locks are checked on a daily basis. Individuals are assessed upon admission and if able to manage are issued with a room key. The care that the individuals receive is additionally documented on an allocation sheet which helps the care workers to ensure all required assistance has been completed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Bryn Derwen prides itself on offering a high quality professional dementia care service. We aim to create a warm friendly and happy homely environment where individuality and diversity is celebrated and emphasised and where our residents choices and beliefs are respected. We are committed and passionate about enriching the lives of those with dementia by delivering genuine person centred care in order to create a loving and stimulating place to live not just exist. We are constantly striving to improve and enhance our home in order to provide appropriate and meaningful daily experiences to all our service users staff and visitors. Everything we do is driven by the wishes and feelings of our residents.</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)	23
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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	23
	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	4
	Health & Safety	23
	Equality, Diversity & Human Rights	23
	Infection, prevention & control	23
	Manual Handling	23
	Safeguarding	23
	Medicine management	9
	Dementia	23
	Positive Behaviour Management	23
	Food Hygiene	19
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dental Champion, Falls Champion, End of life.
	Contractual Arrangements	
	No. of permanent staff	23
	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)	11	
No. of part-time staff (17-34 hours per week)	10	
No. of part-time staff (16 hours or under per week)	2	
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?	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	1
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	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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>	
Filled and vacant posts	
No. of staff in post	15
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	2
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	3
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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)	11
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am -8pm 3 Carers 8pm-8am 2 Carers
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
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
Staff Qualifications	
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
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	2
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?	No