

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:	Brynhaulog Limited	
The provider was registered on:	18/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Sunnybank Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/02/2019
	Responsible Individual(s)	Rhidian Havard
	Manager(s)	Margaret Havard
	Maximum number of places	5
	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	We have a training matrix in place that we work from, it identifies which staff need training and in what areas. New staff are also undertaking new training courses this has including the new Joint Community Induction Course in partnership with NHS Wales.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have taken on a new staff member who is keen to progress with her career, we have a low level of staff turnover having only lost two members of staff who decided to pursue a different career. We have found that "Word of mouth" is the best for method of recruitment in our business, as we live in a rural location in Pembrokeshire and our present staff members often recommend us as an employer.

Service Profile

Service Details

Name of Service	Sunnybank Care Home
Telephone Number	01348811369
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	Makaton

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	656.60
The maximum weekly fee payable during the last financial year?	1420.39

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?	6 monthly family questionnaires were sent out

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A rear garden and patio area and summer house Front patio with seating area. Vegetable garden and potting shed
Provide details of any other facilities to which the residents have access	Conservatory

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	Yes
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>Resident meetings are held at Sunnybank where they can voice any concerns, requests and generally have chat about how they are feeling about living in Sunnybank.</p> <p>At the most recent meeting one resident wanted to buy new shoes and clothes these were ordered and have now been delivered as well as having had the opportunity to buy a new coat on a trip to Haverfordwest which they are very pleased with.</p> <p>Another resident also wanted to buy new clothes and they had the opportunity to purchase new ones on their weekly trips out to town.</p> <p>A further resident who has certain communication difficulties, was encouraged to use her communication chart to let her feelings be known. The resident wanted to bake some cakes as this is something they enjoyed doing many times in the past, as well as go shopping and continue having weekly video calls with their family member who lives abroad.</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 manager at Sunnybank has responsibility to residents for maintaining health and well being. The home has a close relationship with the local G.P. and they are always on hand to support the residents.</p> <p>One resident has regular visits from the District Nurse to ensure their wellbeing.</p> <p>Some residents have seen the dentist at the beginning of the year and were identified as in need of some minor procedures.</p> <p>Residents are given the opportunity to make weekly visits to the local Gym, this is something they enjoy and look forward to as part of their weekly activities. It also is important for their general health and wellbeing. The gym instructor in particular has commented on how their mobility has improved considerably over the last 12 months.</p> <p>A recent check of the care plans revealed some residents are due check ups in October, these appointments have been made.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There have been no concerns or reported incident of abuse at Sunnybank.</p> <p>Some staff have completed safeguarding training over the last year, however, some need refreshing and this will be completed within the month.</p> <p>The policy and procedure for dealing with residents personal allowance money has recently undergone a major change. Previously the R.I. was responsible for ensuring that the money was correct and all necessary receipts obtained. All staff now have a more hand on roll with accessing the money on behalf of the residents, this extra responsibility has produced a more open and transparent paper trail, so far proving to be a success.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is centrally located in a busy and vibrant village, a village hall located a 5 min walk away has a host of different events on from regular coffee mornings, village lunches, Christmas and Easter fayres all of which the residents enjoy attending.</p> <p>There is a recently renovated garden to the rear that now has full wheelchair access to a patio area and summer house. The residents enjoy sitting out here when the weather is fine especially when enjoying a lunch or tea. Visitors are also encouraged to use this facility if they want, and can have a comfortable area while visiting the residents.</p> <p>A vegetable plot and potting shed has also proven to be a great asset for the residents with one in particular having taken a great interest in the plot. They enjoy working on the plot and has proven vital in giving the resident something to do and look forward to reaping the rewards it brings.</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) 7

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	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.	Epilepsy = 1 Fire Training = First Aid Diabetes = 1
	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	
<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
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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy = 1 Fire Training = 1
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	0
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?	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
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	8
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	6
Safeguarding	4
Medicine management	2
Dementia	4
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes = 1 Epilepsy = 6 Fire Training = 5 First Aid = 6

Contractual Arrangements	
No. of permanent staff	8
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)	6
No. of part-time staff (17-34 hours per week)	2
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.	We do not have designated cooks or cleaning staff all staff are required to housekeeping roles along side caring roles. Night Staff work 7pm until 9am (Sleeping Night) Day staff hours vary considerably with some staff starting work at 8am finishing at 3.30 Whilst others start at 9 and finish at 5. Others may start at 2pm and finish at 8pm. There are a minimum of 3 each shift day shift except for the night staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardener
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0