

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:	Caeffair Ltd	
The provider was registered on:	03/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Caeffair Ltd Affalon house nursing home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/12/2018
	Responsible Individual(s)	Roop Chaudhry
	Manager(s)	
	Maximum number of places	46
	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	The home has a set policy for the management and audit of the training provision within the home. Part of the compliance is to provide a tracker and matrix to highlight the need which is then reviewed by the RI/CEO. At the employees supervision and appraisal their own training needs are also assessed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have concentrated on trying to reward staff for their commitment to the company and the residents by increasing benefits though discounts etc. We also for 22 to 23 April were able to be 10p above the living wage for the carers

Service Profile

Service Details

Name of Service	Caeffair Ltd Affalon house nursing home
Telephone Number	01554756332
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Polish Spanish

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	58
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.51
The maximum weekly fee payable during the last financial year?	1008.81

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We send out quarterly questioners that allow all stakeholders to be able to give feedback .

Service Environment

How many bedrooms at the service are single rooms?	42
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Resident have access to a secure internal courtyard, they having a smoking shelter, tables and chairs, parasols.
Provide details of any other facilities to which the residents have access	Residents have access to quieter lounges and a downstairs sensory room.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<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>The team have a dedicated keyworker system in which this lead person is the link between the resident , there loved ones and t he care staff. This system allows the resident and their stakehol ders to ensure the daily care is build around their own wishes. The home electronic documentation raises alerts to ensure that the persons care and assessments and both maintained and u pdated.The key worker will understand the interests and hobbie s of the service user, and assist in the effective socialisation ap propriate to their capabilities and aspirations. Within the dementia unit the key-worker will also have responsi bility for managing the memory box for the service users , and a ssist the service users and their representatives in maintaining this and special effects within their personal room. The key-working role will be reviewed on a monthly basis at the time of the review of care plans, the service users and the key- worker may request to end the professional relationship, and th ese views must be assessed and respected. In the vent of a change of key-worker there must be a clear han d-over period which allows for the new key-worker to understan d the care pan of the service users and any special requiremen ts that the service users may have.</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 ensures that it maintains active links with the commu nity to ensure that each persons overall welling being is maintai ned and fostered as being of the utmost importance. The hom e has positive links with the external health professionals which enables them to ensure that regular health bespoke advise and support can be given. The homes activity co Ordinator has a se t timetable and organizes events with the support of the stakeh older to ensure there interests are maintained. Residents are e ncouraged and supported to pursue social activities in and out of the home. Organised trips to theatre, shops and holidays ca n be arranged but residents will need to be accompanied by fa mily or staff.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We consider any form of abuse intolerable and we are committ ed to its non-existence within our organisation.</p> <ul style="list-style-type: none"> • Those we care for should not have their dignity or quality of lif e damaged through abuse or even the fear of it. Abuse is not ju st sexual, physical, financial, racial, and verbal but can be throu gh neglect, restraint, drugging etc. • If you are aware of abuse or the potential of it you have a duty to report it to the Registered Manager without delay. We would much rather investigate a well-meaning concern without abuse happening than overlook something where it is happening. • Never feel concerned about reporting a genuine worry that ab use might be occurring. Once each month, the Home Manager will review accident books, injuries, untoward incidents, care pla ns, pressure sore records and daybooks etc. for possible signs of abuse and will record both positive and negative findings. • Other issues such as poor personal appearance, concerns ov er personal items, money, financial information, attachments to and avoidance of certain staff and/or other Service Users etc. w ill also be taken into account by the Home Manager whilst cond ucting this review recording both positive and negative findings. • On an annual basis, a formal review of these issues will be car ried out by the Registered Manager and the two next most seni or persons. • Where entries into any of the above sources of information ar e not immediate, accurate, thorough, lacking clarity, information and/or “woolly” etc. the Home Manager will investigate the matt er taking appropriate action.

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

The home respect the diversity of our residents, helping them to realise their full potential in all aspects of their lives; allowing them to revisit memories and maintain hobbies and interests as far as possible and form new relationships if they wish. Each resident is valued as an individual with differing needs. We aim to provide this care whilst respecting your privacy, dignity, civil liberties, religious and cultural beliefs. The manager is happy to meet with anyone prior to admission to discuss specific needs.

Depending on capabilities, residents are encouraged to be as independent as possible with their personal care needs; and also helped to gain confidence to improve social interaction to maintain optimum quality of life despite their disability.

The home does not provide wheelchairs. Those who require a wheelchair for transfer within the home should make arrangements via their GP prior to arrival.

Residents' needs are addressed accordingly to a predetermined care plan based on a range of assessments and risk assessments. Documentation includes details of health and personal care needs, medication, GP and any community nursing or other therapeutic services that may have been involved. Documentation also contains information on residents' social interests, religious beliefs, next of kin, relatives and friends.

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)	4
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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	0

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

Manual Handling	0
Safeguarding	1
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.	
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?	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	7
No. of posts vacant	2

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	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	7
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)	7
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.	<p>Day shifts 8-8am 8-2pm</p> <p>Night shift 8pm-8am</p>
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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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	4
Safeguarding	8
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	8
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.	8-8pm 8pm-8am
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

Other 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	34
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	0
Dementia	17
Positive Behaviour Management	3
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Training Effective communication Mental Health Awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	33
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
<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)	33
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.	8-8PM 8-2PM 2-8PM 8PM-8AM NIGHT DUTY DAY SHIFT HAVE 8 CARE STAFF, INC 2 SENIOR CARE STAFF NIGHT SHIFT HAVE 4 CARE STAFF AND 1 NURSE
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	33
No. of staff working towards the required/recommended qualification	1
<p>Domestic staff</p>	
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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	3
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	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	1
No. of staff working toward required/recommended qualification	2

Catering 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	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	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Laundry Assistant Administrator Maintenance
Filled and vacant posts	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	1
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0