

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:	Caeglas Residential Home Ltd	
The provider was registered on:	07/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Caeglas Residential Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/11/2018
	Responsible Individual(s)	Sophie Dimond
	Manager(s)	Nerys Thomas
	Maximum number of places	24
	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 receive regular ongoing training and are also offered the opportunity to further their learning and development through QCF qualifications. We have a training matrix to record and identify any training due. Training is provided in house, by DVD, online or by an external accredited Trainer. We also hold frequent staff meetings and supervisions to identify any training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Job vacancies are advertised on an employment website. Successful applicants will be offered the position pending 2 satisfactory references and DBS check. It is important that staff feel valued in their role and are given the opportunity for professional development. All staff members will be supported to complete any qualifications that will enable them to progress. Care staff are paid above the real living wage to ensure that they receive fair remuneration for their work

Service Profile

Service Details

Name of Service	Caeglas Residential Home Ltd
Telephone Number	01558824123
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
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Fees Charged

The minimum weekly fee payable during the last financial year?	718.51
The maximum weekly fee payable during the last financial year?	800

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>Individuals are consulted on how the service is operated using a number of different methods. We hold frequent consultations with our residents and their friends/family through residents' meetings where residents are able to share any views they may have in relation to life at Caeglas for example, any meal preferences they have or trips out or activities they would like to try.</p> <p>We also distribute quality assurance questionnaires to residents or their representatives to complete, and analyse the results so that we can tailor our service to best reflect their needs and wishes and personal likes and dislikes. A record is kept of the results.</p> <p>We have an open-door policy whereby residents are free to raise any concerns or queries they may have. The management team are frequently present within the home and are therefore available to deal with issues in a timely manner.</p>

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Caeglas proudly stands in 4 acres of mature grounds containing large majestic trees and beautifully kept gardens. There is an outdoor seating area where residents can sit and enjoy their charming surrounding and plentiful wildlife. There are also various benches in different areas of the gardens which residents can use. Residents can also explore the gardens and take in the different flowers and shrubs. There is a wheelchair accessible footpath if necessary.</p> <p>Residents who are part of our gardening club can also enjoy watching the flowers, fruits and vegetables, that they have helped to plant, bloom and grow.</p>
Provide details of any other facilities to which the residents have access	<p>Residents can also make use of our recently refurbished sunroom which overlooks the gardens. It is the perfect place for residents to take part in group activities, spend time with visitors or sit quietly and relax. Its location also means that it benefits from sun for most of the day.</p> <p>Residents can also enjoy the library area which is adjacent to the large communal lounge. This provides residents with an alternative area to sit and maybe read a book or sit with visitors. Books are replaced regularly by the local library and large print and audio books are also available.</p>

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.

Before being offered a place at Caeglas a pre-admission assessment is carried out with the potential resident and/ or their representative to gather all information about them and their care needs. This process ensures that the individual can make an informed decision as to whether they wish to move into Caeglas and we can provide a service that meets their expectations and care needs.

A convenient time is arranged to carry out the assessment with the potential resident, if they are able, or with their representatives if they are unable to take part in the assessment themselves or require assistance.

We welcome all enquiries and will be more than happy to send out a copy of our brochure or give a tour of the home and grounds to a prospective resident.

Residents are encouraged to be involved in their care planning and are frequently consulted on the contents of their care plans to ensure they are given a choice as to how they receive their care and are involved in any decisions that affect them. This helps them to achieve their desired outcomes.

Choices revolve around their everyday lives, including the time that they get up/go to bed, where they spend their time e.g. bedroom or one of the communal areas, meal and drink preferences or types activities they would like to take part in.

On admission, a meeting is held with the resident and/or their representative to complete the care plan. Care plans are updated as and when required but as a minimum every 3 months. Residents and or their representatives will be involved in this process.

<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 work in partnership with various different agencies to ensure that individuals receive the necessary input. The local G.P visits on a weekly basis. If we have any concerns about a resident these will be raised with the visiting doctor. If we feel that a resident would benefit from a consultation before the scheduled visit, we will request a call out with the surgery. The local District Nurses team also call regularly to change dressings and take blood etc. Residents are also visited by various health professionals if required for example optician, physiotherapist, occupational therapist etc. A hairdresser and chiropodist also visit frequently. Our Activities Coordinator arranges various activities such as armchair travel, outdoor walks, cookery, flower arranging, arts and crafts, and chair aerobics. These can be done as part of a group or, if a resident prefers, in a one on one environment. We have also put on various events, such as coffee mornings and a tea party, to raise money for local charities, where family and friends as well as members of the public can come together to help a good cause.</p> <p>Birthdays are planned with individuals to decide if they would like a quiet day or to have a celebration with friends and family. Residents are free to take a scenic walk through the grounds or have afternoon tea outside whilst enjoying our beautifully kept gardens and plants.</p> <p>We also have a company vehicle and offer trips for coffee and to local places of interest for example the National Botanic Gardens of Wales.</p> <p>We encourage our residents to keep active and provide them with the opportunity for meaningful engagement for example laying the dining tables and putting up seasonal decorations.</p> <p>Many of our residents' preferred language is Welsh and we employ over 50% of Welsh speaking staff. This enables residents to interact in their mother tongue and therefore maintain their linguistic identity.</p> <p>Residents are always free and encouraged to practice their faith for example a Christian service is held at Caeglas every fortnight. We also have regular visits from local Clergy who will arrange communion if required. We are open to all faiths and denominations and can assist residents to gain access to faith-based support and services. Our cooks make delicious homemade and wholesome food using fresh locally sourced ingredients where possible. Tea and homemade cake is served during the afternoon and refreshments are available throughout the day.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Caeglas, all staff receive safeguarding training at induction and ongoing training to enable them to identify situations of abuse or neglect and to be aware of what action they must take in the event of an allegation or evidence of abuse.</p> <p>If a member of staff suspects that a resident is at risk of abuse or neglect, they must report it to the management team or an appropriate person immediately. An appropriate person could be the service provider, the responsible individual, an officer from the CIW, an officer of the local authority or a police officer.</p> <p>If the matter has been reported to the management team, they will then report the matter to Carmarthenshire County Council's safeguarding team who will investigate the allegation.</p> <p>If it is not appropriate to raise the matter with a member of the management team, a staff member can report the matter themselves directly to Carmarthenshire County Council's safeguarding team. In order to help prevent any situations of abuse arising we:</p> <ul style="list-style-type: none"> • ensure all new members of staff have been appropriately screened and undergo a comprehensive induction and training programme. • carry out regular staff supervision and appraisals • carry out regular service monitoring • protect whistleblowers • promote an open and transparent care environment

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

Caeglas is just a short distance from the town of Llandeilo. We regularly take residents out for coffee into town or surrounding areas.

All staff receive training in dignity and respect to ensure that people are treated with the utmost respect at all times. Feedback from residents and their representatives suggests that residents are very happy with the level of care provided by staff.

When new residents are welcomed to the home, we introduce them to fellow residents who have similar interests which allows them to develop relationships.

We have a wide range of equipment, such as profiling beds, moving and handling equipment such as stand-aids, a steady aid, a hoist and wheelchairs available to ensure that our residents are able to reach their full potential. We also have 2 assisted bathrooms and one wet room where residents can enjoy an assisted shower. If we feel that a resident would benefit from a piece of specialist equipment, we can request an assessment by an occupational therapist who can advise on the best options/equipment available.

A range of maintenance checks are carried out to ensure people's health and safety. Moving and handling equipment, including the passenger lift, are serviced regularly and items are replaced/repared to ensure that the equipment is safe to use.

All rooms are fully furnished to a high standard and residents are encouraged to furnish or personalise their room with photographs and trinkets to make them feel more at home.

We are continually updating and improving the decoration of the home to promote a positive environment for residents to relax and enjoy.

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)	20.46
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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	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	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
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 to be registered with Social Care Wales as a Service Manager	2
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
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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	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
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)	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

Other supervisory staff

Does your service structure include roles of this type?	No
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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
<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	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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	2
Safeguarding	1
Medicine management	5
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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.	Staff typically work morning (8-3pm) or afternoon shifts (3-9.30pm). Some staff prefer to work a long day (8-9.30pm) as this fits in better with their commitments outside of work. There are 4 members of staff providing direct care on duty in the morning and 3 in the afternoon. Typically, there will be at least 1 senior care worker on each shift. This is in addition to any managers on shift and any auxiliary staff for example kitchen, domestic or activities staff. Night shift is 9.30pm to 8.30am. 2 staff members are on duty during the night.
<p>Staff Qualifications</p>	

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	
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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	12
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No. of posts vacant	2
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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	7
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	17
Manual Handling	12
Safeguarding	7
Medicine management	7
Dementia	11
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	12
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)	10
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff
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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 typically work morning (8-3pm) or afternoon shifts (3-9.30pm). Some staff prefer to work a long day (8-9.30pm) as this fits in better with their commitments outside of work. There are 4 members of staff providing direct care on duty in the morning and 3 in the afternoon. This is in addition to any managers on shift and any auxiliary staff for example kitchen, domestic or activities staff. Night shift is 9.30pm to 8.30am. 2 staff members are on duty during the night.
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	5
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
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	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: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	6
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
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	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	6
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: 5px;">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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications	
No. of staff who have the required qualification	6
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.	We employ an activities coordinator who is responsible for arranging both individual and group activities for residents and their friends/family to enjoy.
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
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)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2

