

# 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:	Care UK Community Partnerships Ltd & WELL Cardiff Opco Limited	
The provider was registered on:	01/12/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llys Cyncoed	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/12/2021
	Responsible Individual(s)	Rachel Gilbert
	Manager(s)	Virgil Frincu
	Maximum number of places	99
	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	After selection and onboarding, colleagues complete a 2-week training programme, then a 12-week induction. Mandatory eLearning is completed at work or home via iLearn, and training providers conduct face-to-face courses at Llys Cyncoed. New colleagues are coached and supported by established colleagues who attended Care UK's buddy programme. Additional training and development is a key focus. Colleagues are deployed using dependency and flex budget tools, plus resident and colleague feedback.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Vacant positions are externally advertised, and short-listed candidates are interviewed face-to-face. This is followed by onboarding, Disclosure & Barring Service checks, references, and Google searches. An annual 'Over To You!' survey lets colleagues have their say and results in practical action plans. Pay enhancements, a 'Perks' benefits app, regular colleague meetings, 'Colleague Voices' forum, 'Refer a Friend' scheme, monthly employee awards, and a free wellbeing support line aid retention.

## Service Profile

### Service Details

Name of Service	Llys Cyncoed
Telephone Number	02920684800
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	116
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### Fees Charged

The minimum weekly fee payable during the last financial year?	875.00
The maximum weekly fee payable during the last financial year?	1925.00

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	3
Number of complaints partially upheld	1
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?	Monthly resident council meetings are held for residents to hear about what is going on, and to contribute to what they would like to see happening. Quarterly family meetings are also held with the home manager and have now increased to monthly. In addition there are refurbishment update forums and chef Forums. Monthly activity planners and posters display any updated changes. There are regular newsletters distributed, weekly emails sent from the General Manager/Deputy Manager.

### Service Environment

How many bedrooms at the service are single rooms?	99
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	99
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	We have a large enclosed garden which is easily accessible for residents. It is a reminiscence garden which provides a safe recreational space for residents living in the reminiscence community. There are two communal balconies and three suites with private balconies.
Provide details of any other facilities to which the residents have access	There is a hair salon, which is also used for nail services and podiatry. The activities lounge has a kitchen where residents enjoy the opportunity to do baking. All Healthcare professionals come to the home, including General Practitioners, District Nurses, Audiology, Opticians.

### 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)	Yes

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.

Care UK's governance team supports Llys Cyncoed and completes internal review visits, part of which involves consultation with residents, gaining their views and opinions. We have also received support from an external consultant who conducted a visit and rated the home 'Compliant'.

The support of residents in decision making surrounding all aspects of their day-to-day lives is clearly evidenced in each resident's daily notes, from rising and retiring, choice of clothing, socialising, activities and engagement, dining, and lifestyle choices.

Examples of recent include one resident saying the "manager is first rate" and spoke of an "excellent trip to Penarth". Another resident said there was "always a choice of two things on the menu" and said "if I don't like those I will ask for a cheese sandwich". When asked about the food and choice, a resident said they "like to have tinned tomatoes and poached eggs for breakfast" and "food is good – never grumble".

Llys Cyncoed has monthly resident and relative meetings, plus a monthly resident council meeting. For those residents who have a cognitive impairment, or communication differences, the manager introduced smaller group meetings and 1-1's with individuals so they could share their views. Minutes to meetings are published in Welsh, English and an easy read version.

The admission process is aligned to Regulation 14. People are invited to visit the home, to support the decision-making process around moving into the home. Care plans are person-centred with each resident's views encapsulated within the plans of care. Colleagues continue to embrace the 'Resident of the day' approach to planning care reviews and engaging with residents and relatives.

Regular supervisions are a matter of practice. In May, 100% of colleagues had completed their planned 1-1 supervisions. The home's training compliance is over 95%.

<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 manager completes a range of 'Home Manager Self-Assessments' throughout the year, and 'Manager Walkaround' records evidence our engagement to monitor wellbeing. Monthly 'Quality Assurance &amp; Health &amp; Safety' meetings are conducted, plus monthly 'Documentation Audits' and 'Medication Audits'. 'Clinical Review Meetings' provide evidence of the weekly reviews of each resident's wellbeing.</p> <p>The home is supported by a Regional Director, Internal Governance team and an Approach To Care Lead who regularly reviews the use of antipsychotic medication. A wellbeing assessment is used to support the wellbeing of residents with dementia, or people who are isolated in their rooms.</p> <p>The 'Resident of the Day' process is a monthly programme of care plan reviews and updates, which actively seeks to engage and involve residents and relatives in the process of reviewing, updating, and agreeing their own plans of care and support.</p> <p>The home adopts an enablement approach, so residents can be as independent as they wish. This ranges from being involved in day-to-days tasks, such as making their own drinks or sandwiches if desired, and every day living tasks, like putting their own clothes away. Residents have access to the open spaces on all floors with balconies and gardens being accessible.</p> <p>Residents have access to visiting health care professionals, and individuals are also supported to access healthcare and other local services. Each resident is registered with a local General Practitioner, who visits the home regularly to assess, evaluate their wellbeing, and discuss their care needs. A range of other health related services are engaged to visit the home, including dental and optician services, though several residents have retained their own dentist or optician as they are familiar with them.</p> <p>All colleagues are trained in dementia care and person-centred approaches.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Any resident who has been identified as at risk, has had recent changes, or an increase in stressed or distressed behaviours, is discussed in weekly clinical meetings. This documents various topics, sets actions and schedules follow-ups. Resident and colleague accidents and incidents are promptly logged and distributed to the Governance team, Regional Director and Responsible Individual for review. These accidents and incidents undergo monthly analysis to assess any trends or themes. This also details if an incident has resulted in a safeguarding.</p> <p>At the last governance visit, both the Service Manager and Deputy Manager were able to discuss the principles of Duty of Candour, and could evidence with sent letters, that detailed incident investigations take place.</p> <p>Safeguarding referrals are submitted by the management team for concerns or allegations, following local policy. Safeguarding is raised in supervisions, ensuring team members are aware. Following some safeguarding incidents, a supervision is completed and can be used as a teaching tool for the team and individuals. Whistleblowing is encouraged, with posters and contact details displayed in each office. 96% of colleagues are trained in safeguarding awareness.</p> <p>Relative forums are held monthly, with all family members invited and afterwards sent the resulting minutes. This is chaired by the Manager, and is a forum where everyone can raise any concern.</p> <p>The Manager has an open door policy so that any concerns can be raised with them directly, and they are aware of and can hear what happens around the home.</p> <p>When asked about the staff, one resident said "everybody is very good" and "if something isn't right I would speak up". When staff are called "they come regularly and quickly". A relative of another resident said he felt comfortable raising any issues and that he would know who to go to. Another resident said the "manager is first rate". If he wanted to speak up he said that people would listen.</p> <p>Protective characteristics are respected and promoted at Llys Cyncoed, and the team is diverse. St David's Day and St Patrick's Day are celebrated, as well as International Women's Day which showcased the extraordinary achievement of many of the ladies who live in the home.</p>

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

Health & Safety meetings are completed monthly, and the Care UK Health & Safety team also completes an annual review of the home. The daily 'Manager Walkaround' includes monitoring the environment. Minutes of the Health & Safety meetings evidence that individuals used the forum to raise environmental questions and that the home took action to resolve the matter promptly. Carehome.co.uk, has received compliments about the care that has been received, and the warm and caring environment.

Residents have access to outside spaces via balconies and the gardens. The home supports residents to safely access the community with trips out. At the last Governance Inspection, there were trips out in the minibus on both days of the visit. One resident said she has regular visits from her family and often goes on trips, stating that "the trips are good". The husband of another resident also made reference to the number of trips out. At the last elections, Llys Cyncoed supported 28 residents to vote.

During the same Governance Inspection, 3 residents were asked about maintenance issues and all felt well-supported. Individuals said they had been supported when moving into the home, being helped to put up pictures and arrange site furniture to ensure their own space feels homely. One resident was happy to show us her room and said, "I brought my own furniture, which makes my room feel like home". A relative said it was "nice that there's no odour in the home". Another resident said that when there had been a problem with their room, the maintenance team had been quick to resolve the matter. They also felt the team did a good job in maintaining the wider home, communal areas, and outside space.

The dignity of residents is maintained. Personal care is delivered in the privacy of a resident's own room, colleagues always knock prior to entering resident's rooms, non-disturbing night checks are completed hourly, and windows are obscured so direct views from communal corridors can not take place.

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)	109.50
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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	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.	No additional

#### 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
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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	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.	No additional

#### 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?	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	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional

#### 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

#### 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	2

#### 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	17
No. of posts vacant	3
<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	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional
Contractual Arrangements	
No. of permanent staff	16
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	1
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)	12
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
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.	07:00 - 19:00, 07:00 - 14:30, 14:00 - 21:30, 19:00 - 07:00, 21:15 - 07:15 - all shifts have 3 senior care assistants
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	3
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	71
No. of posts vacant	51

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	51
Health & Safety	71
Equality, Diversity & Human Rights	71
Infection, prevention & control	71
Manual Handling	71
Safeguarding	71
Medicine management	11
Dementia	71
Positive Behaviour Management	71
Food Hygiene	71
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional

#### Contractual Arrangements

No. of permanent staff	71
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	14

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)	25
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	22

#### 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.	07:00 - 19:00 (13 staff members), 07:00 - 14:30 (15 staff members), 14:00 - 21:30 (12 staff members), 19:00 - 07:00 (5 staff members)
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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	23
No. of staff working towards the required/recommended qualification	22

Domestic 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional
<p>Contractual Arrangements</p>	
No. of permanent staff	10
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	3
<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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	13
No. of posts vacant	6
<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	6
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	0
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional
Contractual Arrangements	
No. of permanent staff	13
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	2
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)	3
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	0
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.	<p>Activities Assistant: Assists the day to day delivery of resident-centered activities.</p> <p>Activities Co-ordinator: Leads meaningful activities and creates a stimulating programme of events, both inside and outside the home. Focused on maintaining independence, choice and dignity for each resident.</p> <p>Reminiscence Co-ordinator: Leadership/management of reminiscence neighbourhood. Champion of resident care. Shares knowledge through outreach and support to families. Helps Deputy/Manager.</p> <p>Business Office Co-ordinator: Business administration, human resources and system related business processes.</p> <p>Director of Community Relations: Marketing lead. Maintains professional relationships in the community, develops and implements sales strategies. Processes referrals from the community</p> <p>Concierge: Provides hospitality focus. Greets potential residents, families, visitors. Call handler. Provides an overview of community information.</p> <p>Medications Technician: Administration and documentation of medications.</p>
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Filled and vacant posts	
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No. of staff in post	13
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>
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Induction	2
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None

Contractual Arrangements	
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No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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)	3
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

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