

# 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:	Cartref Croeso Ltd	
The provider was registered on:	19/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cartref Croeso Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/09/2018
	Responsible Individual(s)	Heather Burt
	Manager(s)	Emma Morris
	Maximum number of places	15
	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	All staff receive full in-house training at induction, which is also refreshed as and when required. Performance is monitored through spot checks, 3-monthly (minimum) supervisions, annual appraisals, and analysis of feedback provided from individuals and professionals relating to the standard of care delivered by our staff. Mandatory training includes a full induction compliant with Social Care Wales requirements, and all staff undertake refresher training to maintain current industry knowledge
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	At Cartref we believe that the whole positive culture in the workplace is to share our vision of health and social care to everyone within the company, our purpose is to support the creation of the best quality health and social care system which in turn will promote the health and wellbeing of our staff. We are very family based and share ideas with all our staff and welcome any suggestions they have to improve their working conditions this leads to retention of our staff. We listen and act.

## Service Profile

### Service Details

Name of Service	Cartref Croeso Ltd
Telephone Number	01559384240
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service

Croeso Care is fully aware of the importance of the Welsh Language especially in a rural area and in line with the Welsh Government Policy and Welsh Government guidance 2011 and we will strive and support the Welsh Governments strategy of Cymraeg 2050: A Million Welsh Speakers. We are committed to treating our service users and staff equally and respect whichever language they wish to converse in.

## Service Provision

### People Supported

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

24

### Fees Charged

The minimum weekly fee payable during the last financial year?

880

The maximum weekly fee payable during the last financial year?

880

### 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?

All individuals receive a Quality Assurance Questionnaire every six months and collated then sent through to CIW. Residents have monthly meetings where they can express their views, wishes and opinions they are then acted upon.

### Service Environment

How many bedrooms at the service are single rooms?

15

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

15

How many bathrooms have assisted bathing facilities?

2

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

Residents have access to the garden room, woodland walk and polytunnel outside as well as various seating areas.

Provide details of any other facilities to which the residents have access

Garden room which seats 25, polytunnel, and various seating areas

### 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.

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.

We ensure service users are at the forefront of the care we provide in line with the Social Service and Well being Act 2016, at Cartref we provide person centred care and providing positive outcomes for staff and service users.. We focus on what matters to the service user and try to remain flexible in our approach to their changing aspirations and needs. We maintain this by

1. Involving service users, other professional and families in the delivery of service and the assessment we carry out from the start of providing care . We engage with them exploring their preferences, priorities and choices to ensure positive outcomes are achieved and in a suitable timeframe which they deem acceptable.

2. Monitor outcomes and gather regular feedback in the form of Questionnaires every six months, monthly manager visits where they are able to voice their opinions to ensure positive outcomes.

3. Encourage service users to provide feedback for the service we provide and how we can improve the service and involve them in new developments of the service.

4. Respond to changes as necessary and ensure the service we provide is flexible to ever changing needs

5. Train our staff to ensure they provide a service that is person centred and responsive to individuals needs, encourage them to listen to the views of the service user and convey those requests to their manager.

6. Work alongside other professional to ensure a seamless delivery of care and our service users receive care when they need it .

By following these points we ensure services remain focussed on what matters to the service user and we are flexible in our approach to changing needs, leading to positive outcomes and improved satisfaction .

<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>Cartref's ultimate objective is to enable people to live safely and confidently within their chosen environment, free from risk, while empowering individuals through targeted intervention to achieve a higher standard of health and wellbeing. Through prompt response, full risk assessment and close collaboration with key partners we ensure a comfortable, socially inclusive environment with a wide range of options and choices for tailored, personalised outcomes.</p> <p>Through careful risk assessment and monitoring, our team are trained to recognise signs of deterioration so if an individual moves through stage 1 to stage 2 personal plans are adjusted and the council will be informed thus maximising the individual's level of independency, choices and preferences which in turn will increase their health and wellbeing whilst also preserving their dignity and respect. Our support plans are living documents, which flex to the changing daily needs of each individual. We teach reablement to all staff as mandatory and provide a fluid approach to care driven by the changing daily needs of each individual.</p> <p>We operate a service which is led by the needs, wishes and goals of the individual in line with the Health and Wellbeing Act 2014 which includes using feedback to shape services, responding proactively to compliments or complaints, and providing support plans which are fully directed by the individual, other professionals involved, the third sector and their family. Through regular feedback processes including questionnaires, surveys, and informal comments, we ensure that the ideas, suggestions and wishes of our individuals are the primary way in which improvements are identified and launched across the service.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding adults means protecting an individual's right to live in safety, free from abuse and neglect. An adult at risk is any vulnerable individual who needs care services by reason of mental health, or other disability, age or illness, or unable to take care of themselves in aspects of daily living, or to protect themselves against significant harm or exploitation. It is a human right to live a life free from harm or abuse.</p> <p>Abuse is about the power and control that one person has over another person. Where there is dependency, there is a possibility of abuse or neglect if adequate safeguards are not put in place. Intent is not an issue at the point of deciding whether an act or failure of an act is abuse; it is the impact on the person and the harm or risk of harm to that individual.</p> <p>Staff receive regular training about safeguarding, including being able to identify indications of abuse, and how to respond, either following observations of these indicators, or to follow company policy, and how to raise concerns they have themselves. Staff will receive support from the company during a referral. The safeguarding policy is highlighted during supervisions and appraisals and any meetings the manager has with staff, so they are fully aware of their responsibilities.</p> <p>The care plan will be the pivotal source of information regarding the resident to the staff in all aspects of risk.</p> <p>To protect vulnerable adults from mistreatment and improve their quality of life, staff must follow the principles of the Care Act 2014.</p> <p>Individuals are encouraged and supported to communicate with all staff and the manager to raise any concerns they have, as Cartref has an open door policy, residents are reassured regarding confidentiality and informed of all processes. Residents are assured they live in a safe environment and are able to discuss concerns either at the monthly resident meeting or on an individual basis.</p>

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

Cartref is three-story building has been completely renovated to bring the substantial home up to a luxurious standard to create large open spaces where residents are able to move freely between different areas of the home, this includes a private dining area where they can invite family and friends to enjoy a specially prepared meal or afternoon tea all in the comfort and the safe environment of the home, thus promoting positive outcomes and wellbeing for residents.

All rooms have luxury ensuite bedrooms, and there is a lift to the second floor rooms, all rooms are individual and decorated to a high standard. All residents are encouraged to bring with them any personal items from their own homes to Cartref to ensure it feels more personal to them in fact even though the bedrooms have all profile beds some residents have decided to have their own beds in their rooms and arrangements have been made to provide this.

A nurse call system is fitted to every room of the home which enables residents to call for help or assistance, when needed, and enables them to be as independent as they feel necessary knowing assistance is there when they need it.

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

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	1
	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.	All staff at Cartref have visited the Dementia Bus and all have received Insulin awareness training.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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	2
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	

Does your service structure include roles of this type?	No
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>	
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	1
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.	Legionnaires awareness
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	1
No. of staff working toward required/recommended qualification	0
Catering 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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No