

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:	Colwyn Bay Old Convent Nursing Home Ltd	
The provider was registered on:	16/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Colwyn Bay Old Convent Nursing Home, Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	16/04/2019
	Responsible Individual(s)	Mahendran Bakeirathan
	Manager(s)	Sophie Flinders
	Maximum number of places	34
	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 training matrix which we updated as training is completed. On the 19/01/23 of this year the health board completed there CSQT training audit which identifies what training we may require. The outcome was that we are compliant with training needs and continue with on going training as required. The manager works with staff during supervisions and meetings to identify and plan any training requirements. Depending on the needs of the residents this reflects training we complete too.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Following Covid we have retained staff by being more flexible to people's needs to provide a better work life balance. For example providing bank work to staff who wanted to work when they could, to fit around families etc. Offering more face to face training the ability to complete NVQ qualifications while working and the support and supervision required. The whole process from interview, to arranging shadow shifts and induction has been more detailed and a team effort from all departments.

Service Profile

Service Details

Name of Service	Colwyn Bay Old Convent Nursing Home, Ltd
Telephone Number	01492532788
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	59
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Fees Charged

The minimum weekly fee payable during the last financial year?	675
The maximum weekly fee payable during the last financial year?	1008

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?	Events itinerary, manager walk arounds and resident meetings.

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	31
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Patio area with seating and gardens
Provide details of any other facilities to which the residents have access	Conservatory looking onto well maintained gardens. Chapel

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 Old Convent has a friendly homely environment that promotes a high standard of person care. Feedback forms are available in reception. We have visible booklets available to residents and relatives regarding living in a care home in Wales (Know your rights)</p> <p>The manager has frequent meetings and walk arounds and frequently provides care for the service users, to capture any changes to their needs and choices about their care and highly involved in the admissions of residents and relatives and their reviews.</p> <p>Everyone who uses the service has care plans that include desired outcomes these are reviewed monthly and audited by the Home Manager which measures if the outcomes are being achieved. Edited on evaluation of any changes. Knowing the service is paramount and having a good rapport with the relatives which is evidenced in our Quality assurance questionnaires. A high percentage of individuals rated the home as excellent, were happy with the care provided and would recommend the home to others.</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>Residents are happy supported and encouraged to continue being independent wherever possible. However a high proportion of our service users are bed bound because many have complex needs. The home manager training in acute nursing has facilitated in taking on more complex needs such as Motor Neur on Disease, Multiple Sclerosis, Parkinson's and Diabetes etc. which is promoted in the Statement of Purpose. Due to the complex needs this is also reflected in our training. Also because of the complex needs staff are more aware of the higher risks of pressure damage, oral problems etc. Staff have received training from community dental service to identify oral health problems and prevention. We are visited by Chiropodists, Dieticians, Physios, Dentists and Ophthalmologists. We provide escorts for medical appointments.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At the Old Convent we have an open door policy. The home Manager has a good rapport with the staff and any agency staff that are used and will ask for the same agency staff for good continuity of care. Communication is very good with all staff and transparency is of utmost importance. All staff are encouraged to report any concerns and regular meetings are held to facilitate this further. Relatives are also encouraged to give feedback from the resident to the Manager or staff. These have been positive. Residents are also given preferences eg if they prefer male or female care staff during personal care.</p> <p>Care is taken in recruitment to seek carers who love doing the job and want to do it and always try's to promote an open and honest culture.</p> <p>At the Convent we provide an environment where people feel they are safeguarded from harm and appropriate actions would be taken if required.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I & Home Manager ensure there are systems in place to comply with Health & Safety requirements: this includes Fire Safety Part of these systems include LOLER for hoist and lifts. Electrical and gas checks, bed rails. Yearly Health and Safety Inspection, fire servicing training and checks. Audits are also undertaken on a monthly basis.</p> <p>All rooms have TV, Wifi and sky is requested. The rooms are decorated with the service users own pictures and personal belongings. The residents are encouraged to style own rooms to personalise them. We work alongside families if required to make as homely as possible. Two maintenance men x2 are available to move furniture/ decorate and do any repairs including hanging pictures and maintain the beautiful gardens.</p> <p>Dietary choice are met we currently have 2 x service users who are vegetarian.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 47

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at work advanced. Syringe Driver Training catheterisation update / phlebotomy update Fire Safety Parkinson's Epilepsy & Buccal Midazolam training Food first /MUST /dieticians Dyaphagia SCIP Dental care Falls prevention End of Life Six Steps Fire Safety	
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	0
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.	Syringe driver training Epilepsy Awareness & Buccal Midazolam Catheter Stoma Care Parkinson Dysphagia SCIP Fire Safety
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
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	5
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	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	1
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and Buccal Midazolam Advanced First Aid + plus defib training including A naphylactic shock Six steps End of Life Care Syringe driver pump training Peg feed training update Parkinson's Tissue Viability SCIP for swallowing food first Fire Safety Catheterisation/ Phlebotomy updates
Contractual Arrangements	
No. of permanent staff	5
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
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)	5
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.	Every day 1 x RGN 08:00- 20:00 1 X RGN 08:00-17:00 1 x RGN 20:00-08:00
Senior 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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Parkinson's Advanced First Aid- Defib training plus anaphylactic shock training Six steps stoma care Tissue viability training Falls prevention Fire Safety
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
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.	08:00-20:00 08:00-14:00 14:00-20:00
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	0
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	19
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	3
Health & Safety	13
Equality, Diversity & Human Rights	0

Infection, prevention & control	15
Manual Handling	19
Safeguarding	16
Medicine management	0
Dementia	12
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety Food First Basic life support Dental training Champion Tissue Viability Falls
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	5
No. of part-time staff (17-34 hours per week)	12
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.	08:00-20:00 08:00-14:00 14:00-20:00 20:00-08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	4
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	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	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
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.	First Aid Basic Life Support Fire Safety

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	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)	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	0
No. of staff working toward required/recommended qualification	0

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	6
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	3
Safeguarding	4
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Training Diabetes

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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	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.	Activities coordinator who retired in January since h as since been taken over by care staff allocated to do. We have 2 x maintenance men 1x finance/admin officer 1 x reception in post at this time Laundry workers

Filled and vacant posts

No. of staff in post	7
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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
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.	First Aid -Basic Life Support Fire safety

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)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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