

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:	Comfort Care Homes (Danygraig) Ltd	
The provider was registered on:	06/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Comfort Care Homes (Danygraig) Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	06/09/2018
	Responsible Individual(s)	Basanta Nepal
	Manager(s)	Anchumol Peter
	Maximum number of places	49
	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	In Danygraig we ensure that staff are sufficiently skilled and trained in core areas to support residents. We regularly assess the need to refresh staff knowledge in certain clinical areas and had arranged refresher training. The skills and knowledge of our staff team is kept up to date by providing regular training sessions. Face to face Training provided by Langford consultancy, tower fire group, and additional training are facilitated through ABUHB training platform or e-learning.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In Danygraig we have a very robust recruitment process in place. All vacancies are advertised through indeed and in our website. Candidates are screened prior to interview and all successful candidates undergo enhanced DBS checks and meet the reference requirement and right to work checks. Staff are supported to progress in their career. All development needs are identified through supervision. Pay scale are reviewed periodically and flexible working arrangements allow work life balance.

Service Profile

Service Details

Name of Service	Comfort Care Homes (Danygraig) Ltd
Telephone Number	01633282316
What is/are the main language(s) through which your service is provided?	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?	99
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Fees Charged

The minimum weekly fee payable during the last financial year?	693.32
The maximum weekly fee payable during the last financial year?	940

Complaints

What was the total number of formal complaints made during the last financial year?	13
Number of active complaints outstanding	0
Number of complaints upheld	10
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In Danygraig we encourage feed backs from all stakeholders, both positive and negative feedbacks are welcomed as it enables us to identify short falls and best practices and make necessary changes to improve the quality of service provided. Data collection took place in September 2022 with all our residents, their family and relatives, staff and all other visiting professionals who are directly involved in the delivery of care to our service users. We also welcome feedbacks, compliments and complaints from everyone which enable us to improve the delivery of care. Postal questionnaire sent to 131 people, to gather their views and experience of the service over the last year. Freepost envelopes were supplied to return the survey. The survey achieved a notable response rate of approximately 70%</p> <p>Regarding satisfaction with specific areas of the service, high percentage of respondents respectively claimed that the home's care service enabled them to maintain their health and wellbeing</p>

Service Environment

How many bedrooms at the service are single rooms?	39
How many bedrooms at the service are shared rooms?	5
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
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	Danygraig has got its own garden and adequate seating on decking and patio for residents and families to enjoy. There is also sufficient facilities to promote outdoor activities such as gardening, barbeque, summer fete, garden parties, outdoor games etc
Provide details of any other facilities to which the residents have access	Danygraig also have quiet lounge which is utilised to have family visits and other professional visits and this assist in maintaining privacy and confidentiality. The quiet lounge was refurbished recently, and the furniture's been upgraded. Danygraig also has a spacious conservatory with patio doors provides wheelchair access to outdoor areas. Most of our corridors are spacious to allow residence to mobilise independently and the corridors are fitted with hand rails to promote mobility. We have our own hair saloon with provision of hairdressing twice weekly.

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Communication passport, body language, facial expressions.

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>In Danygraig we continue to involve residents and their families in decision making regarding their care. This is achieved through formal discussions with the residents and their families. Residents who have the capacity to decide about their care, are given the opportunity to discuss and identify their care needs, provide treatment options using preferred communication methods. They are supported in decision making by the staff team in Danygraig. Residents who lack capacity to make informed choices are supported through best interest meetings. Best interest decisions are taken following discussion with Families, social workers, GP, caring staff, and all relevant professionals who are involved in the delivery of care. Residents who lack capacity are referred to the Dols team for the safe delivery of care under the legal framework. There is also provision for advocacy support for those who are unable to take decisions regarding their care. There are several governance arrangements in place to ensure safe and effective delivery of care to all residents residing in Danygraig. Residents are supported to have maximum choice and control of their lives and staff continue to support them in the least restrictive way possible and in their best interests. The policies and systems in Danygraig supported this practice.</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>Individual care plans are in place for residents, and these are formulated according to their care needs and associated risk assessments, these contained person centred information so staff could get to know people's preferences better. Residents' care records and risk assessments were updated regularly. Staff continue to demonstrate good understanding of the importance of respecting and promoting people's privacy, dignity and independence; They support people to express their views and involve them in making decisions about their care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>In Danygraig staff ensure that the residents can live in safety, free from abuse and neglect. They promote independence and empower them by encouraging them to make their own decisions and provide informed consent. Staff also play an important part in promoting their well-being and taking their views, wishes, feelings and beliefs into account.</p> <p>There are systems in place in Danygraig to identify when people needed safeguarding and staff shown clear understanding of their responsibilities to keep people safe. All staff are trained in their responsibilities for reporting and recording concerns about abuse or neglect.</p> <p>In Danygraig we aim to uphold the rights of people by introducing the policies and processes in place. There is an effective safeguarding process in place in Danygraig to ensure safe delivery of care. Safeguarding referrals are made in a timely manner to ensure safety of everyone involved. Any cause for concern is identified and reported at the earliest possible opportunity. NO K and all other relevant people are informed of the safeguarding process.</p>

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

In Danygraig we try to create a safe and caring environment in which clients can rest, feel at home, and feel safe and secure. The home is clean and hygienic with good infection control procedures conducted. Staff continue to wear appropriate personal protective equipment (PPE)

Our annual improvement programme of scheduled works included improving the décor and layout of the home to benefit the people living here. Flooring has been changed on the ground floor and first floor and on a number of rooms along with new furniture's sourced for the quiet room. We have installed a new passenger lift, changed all the radiators and single glazed windows and upgraded them to double glazed.

Maintenance records shows regular checks and servicing was undertaken. Regular auditing of the environment is carried out and maintenance work undertaken accordingly.

The care environment in Danygraig provide adequate space for all residents to promote their independence and freedom. The home provides good lighting, décor, good indoor and outdoor space. We also have sufficient communal space to accommodate all our residents. Communal area consists of two main lounges which provide the opportunity to conduct individual and group activities according to the service user's capability and comprehension. The environment also provides safety and security by having the alarm system for all exit doors, window guards, key coded main door etc to protect our service users. The home is fitted with call bell system with call points in the bedrooms, day rooms and toilets. There are adequate toilets, suitably sited around the home and close to daytime areas. Bathrooms and showers on each floor offer choice to residents. These rooms are suitably equipped with appropriate lifting aids. We encourage residents and families to personalise their room with family pictures, Residents are supported to decorate their rooms according to their choices. Each bedroom is furnished and has a washbasin, lockable bedside unit and a bed suitable to meet individuals' care needs.

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)	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	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.	Currently undertaking Level 5 on Health and social care. Has also attended First aid at work, Fire safety, Advanced care planning, NEWS training, Wound management, Record keeping, falls prevention, PEG feeding, End of life care, COSHH, Mental capacity/DOLS, Person centred care, SALT, Mouth care, MUST, Skin integrity, Catheterisation, venepuncture etc.

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
<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.	Has also attended First aid at work, Fire safety, Advanced care planning, NEWS training, Wound management, Record keeping, falls prevention, End of life care, COSHH, Mental capacity/DOLS, Person centred care, SALT, DNACPR, MUSTT, Skin integrity, Catheterisation, venepuncture, Skin integrity etc.
<p>Contractual Arrangements</p>	
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</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>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
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	8
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.	Has also attended First aid at work, Fire safety, Advanced care planning, NEWS training, Wound management, Record keeping, falls prevention, PEG feeding, End of life care, COSHH, Mental capacity/DOLS, Person centred care, SALT, Mouth care, MUS TT, Skin integrity, Catheterisation, venepuncture, Skin integrity etc.
<p>Contractual Arrangements</p>	
No. of permanent staff	6
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
<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)	3
No. of part-time staff (17-34 hours per week)	3
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.	Day shift starts at 7am and finishes at 7pm. Night shift starts at 7am and finishes at 7am. Have 2 registered nurses during day time and one registered nurse at night.
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Has also attended First aid at work, Fire safety, Advanced care planning, NEWS training, Record keeping, falls prevention, End of life care, COSHH, Mental capacity/DOLS, Person centred care, SALT, Mouth care etc.

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)	3
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.	Dayshift start at 7am till 7pm and night shift start at 7pm till 7am. Have one staff per shift.
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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	3
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
<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	29
No. of posts vacant	2
<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	29
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	29
Manual Handling	29
Safeguarding	29
Medicine management	0
Dementia	29
Positive Behaviour Management	29
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Has also attended First aid at work, Fire safety, Advanced care planning, NEWS training, Record keeping, falls prevention, End of life care, COSHH, Mental capacity/DOLS, Person centred care, SALT, Mouth care etc
<p>Contractual Arrangements</p>	
No. of permanent staff	29
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)	11
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	1
<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.	Day shift starts at 7am till 7pm ,night shift starts on 7pm till 7am and a short shit of 7am till 1pm. We have 9 care staff in the morning, 8 care staff in the afternoon and 4 care staff at 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	26
No. of staff working towards the required/recommended qualification	3
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	8
No. of posts vacant	2
<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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Has also attended First aid at work, Fire safety, , End of life care, COSHH, Mental capacity/DOLS, Person centred care, etc.
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	1
<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)	4
No. of part-time staff (16 hours or under per week)	2
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
<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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 chefs have completed level 3 in food safety. All 4 of them have completed First aid at work, Fire safety, End of life care, COSHH, Mental capacity/DOLS, Person centred care, etc
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
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?	Yes

List the role title(s) and a brief description of the role responsibilities.	Business Development Manager- Looking after the administration, pay role, recruitment etc. Handyman- Maintenance , repairs, Auditing, stock checks Hair dresser- Attending to residents hair and beauty Activity co-ordinator-2 Assisting residents to engage in various indoor and outdoor activities including both group and individual sessions. and supervising care staff.
Filled and vacant posts	
No. of staff in post	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Has completed first aid at work, Fire safety, End of life care, COSHH, Mental capacity/DOLS, Person centred care, nail care etc.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0