

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 (Glan Yr Afon) Ltd	
The provider was registered on:	17/12/2018	
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 (Glan Yr Afon) Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	17/12/2018
	Responsible Individual(s)	Swarnlata Swarnlata Bansal
	Manager(s)	Alexander Mathew
	Maximum number of places	39
	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	There is a data base in place to check the due dates for training. There has been issues during the last year due to restrictions imposed on services and training related to Covid 19. However, this was mainly managed using online as well as small group face to face training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home has a robust recruitment and retention policies in place . Recruitment was carried out throughout the year, depending on vacancies, using Indeed as a main platform. Some recruitments were also done , when referred by families and friends. There has never been an issue except staff not following it up after expressing interest and submitting the application form.

Service Profile

Service Details

Name of Service	Comfort Care Homes (Glan Yr Afon) Ltd
Telephone Number	01443835196
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?	46
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Fees Charged

The minimum weekly fee payable during the last financial year?	722
The maximum weekly fee payable during the last financial year?	950

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?	Face to face meetings Facebook Group Telephone calls

Service Environment

How many bedrooms at the service are single rooms?	39
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	5
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	Garden with plenty of seating facilities Gazebo to sit out Large garden around the building
Provide details of any other facilities to which the residents have access	Trips out Visit to the local village and Church Indoor games and activities

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	Cards and posters, Lip reading, Alexa

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.

Glan Yr Afon Care Home has effective governance, including assurance and regular auditing systems in place. The daily monitoring enables and improves the quality and the standard of care along with the safety of the services, service users, families, professionals who visit the home and the workforce alike. The daily interactions of the management and staff with the service users and families help to improve the relations and the experience of everyone involved.

The home evaluates all the feedback from people to assess the quality of the service in relation to success and outcomes. This is done via face-to-face interactions, telephone conversations, surveys using a questionnaire method, written reviews, posters and cards. These feedbacks and reviews are then analysed and evaluated. Fortunately, we have only positive and excellent feedback from all of the residents, families and professionals. The total score that Glan Yr Afon care home currently has is 9.9 out of 10 and Glan Yr Afon Care Home has been awarded with "Top 20 Care home 2023" award.

At Glan Yr Afon we encourage everyone to voice their opinion and choices. This is either by contacting a member of staff or the registered manager as soon as they can. They also have an opportunity to discuss their concerns in private. Within these meetings people are given the opportunity to discuss their choices regarding the daily menus and activities. People are also encouraged on an individual basis to discuss their individual preferences to ensure their support outcome can be met. Staff are given the opportunity to discuss their career development needs, training needs and future development plans.

Glan Yr Afon Face Book group is yet another platform for all staff, families, residents, and friends to interact, compliment and update news and events. There are over 110 members in this group and there is always an update (mostly daily) with pictures and videos of activities and events. This is very popular among families as some of them are unable to visit their loved ones on a regular basis due to work commitments and other physical health reasons.

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.

All our residents are allocated a named nurse and keyworker on admission. They will meet with the resident and carry out the initial risk assessments and care planning. The risk assessments are usually completed within the first 24 to 72 hours. The important admission profile, registration with GP services, assessments, body map, basic observations, weight, height, medication, DNACPR/CPR status check, and allergies are checked strictly on admission itself. The resident also can meet with the activity coordinator, who will help and support you with various activities of residents' interest. Residents and families are encouraged to fill the "It's all about me" so that the carers have a better understanding of residents' life story. A comprehensive (ADL) Activities of Daily Living plan is formulated for each resident by the manager prior to admission and this is read in the handover on the day of admission to give carers, kitchen staff and qualified nurses a better understanding of their abilities, disabilities and needs.

The extent to which people feel safe and protected from abuse and neglect.

Service users are protected from avoidable harm, diseases, infections, and injuries through taking appropriate actions and precautions. There are safeguarding policies and procedures in place and the home has a safeguarding lead, who will take a leadership role in reporting to CIW, Complex Care and Commissioning Team, POVA, and the Local Authority safeguarding team, and managing cases, should there be any. Safeguarding of Vulnerable Adults (POVA/SOVA) is become part of their training too.

DoLS referrals are completed whenever a resident lacks Mental Capacity to make important decisions about his/her life. Mental Capacity assessments are carried out jointly with families and professionals' involvement. This is also important prior to administering covert medications with GP's approval. Nurses and care rs also get the Mental Capacity training to enable them to understand the safeguarding issues, process and the pathway.

The home also has a robust recruitment policy, which includes DBS check, including POVA, professional references, and an interview for all new starters. Glan Yr Afon Care Home continually evaluates and seeks to improve their governance and auditing practice. Our residents, regardless of their complex physical, mental as well as social circumstances, living at the home feel that they are well cared for. From the surveys conducted, verbal feedback, appraisals and supervisions, it is obvious that staff feel supported and adequately equipped to keep themselves and others safe from accidents, and incidents, including abuse and neglect. They feel that they are adequately trained and informed of their roles and responsibilities and their roles of keeping our vulnerable residents free from harm. They feel competent in identify any evidence abuse or neglect and report it appropriately and promptly to their nurse in charge, manager, or the safeguarding team when necessary.

From the surveys conducted, verbal feedback, appraisals and supervisions, it is obvious that staff feel supported and suitable equipped to keep themselves and others safe from accidents, and incidents, including abuse and neglect. They feel that they are adequately trained and informed of their roles and responsibilities and their roles of keeping our vulnerable residents free from harm. They feel competent in identify any evidence abuse or neglect and report it appropriately and promptly to their nurse in charge, manager, or the safeguarding team when necessary.

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

Glan yr Afon care home is not a modern purpose-built facility with large on suite accommodation. This is an old building with an extension on it but situated on a large plot with plenty of space and car parking facility. However, it is situated in a small village called Fleur De Lys, where community life is not just important but essential. The home is part of the local village and easily accessible to Pengam railway station, blackwood, and Bargoed town centres. The home has used the local butchers, bakers, fruit and veg shop, bakers, and milkman.

The Glan Yr Afon care home building is considered and commented as "very homely, warm and clean". It has 39 resident rooms on 3 different areas known as Fleur (11 bedrooms) Cariad (14 bedrooms) and Trelyn (14 bedrooms). The layout is not very easy to navigate, especially on Trelyn because of its structure. It has 8 on suite bedrooms, dining rooms, 4 bathrooms, 4 shower rooms, additional toilet facilities and office rooms. The bedrooms are furnished with facilities necessary and appropriate for each resident. Blinds and curtains are provided for privacy and dignity. The bedrooms are repainted and all maintenance work is completed before a new resident is admitted to each room. The corridors have handrails to promote mobility and independence for residents. The building also has many alarmed fire doors, and CCTV external cameras in operation for safety and security. The building has two lifts, one on each end of the building.

Regular safety checks are conducted on call bells, fire doors, emergency bells, lighting, and water temperature. There is also a proper waste management system in place. Biffa collects all the general and recycling waste on a weekly and biweekly basis. Lifts, hoists, slings, shower chairs, wheel chairs, etc are subjected to regular inspections by professionals externally. The home has an adequate number of house-keeping team to maintain cleanliness throughout the building.

Auditing continues to remain a good indicator for measuring the standard of care and the improvement required. The care provided at Glan is person centred and comprehensive, second to none. The care plans are reviewed regularly and updated to reflect the changing needs of our residents. The physical, social, spiritual and emotional wellbeing is paramount and at the centre of each one's care planning and risk assessments.

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) 62

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
<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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound care management PREVENT Training Leadership and Management Level 5
Contractual Arrangements	
No. of permanent staff	62
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	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)	27
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	6
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	1
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
<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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and Management Training Wound care training Male and Female Cather training
<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)	1
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 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	1
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	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	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Mandatory training, including, infection control, COSHH, Manual Handling, Wound Management, Medication Management, Verification of Death training completed and ongoing.

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)	3
No. of part-time staff (17-34 hours per week)	2
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.	<p>7 AM TO 7 PM- DAY SHIFT 7 PM TO 7AM- NIGHT SHIFT- One staff on shift. 7AM - 1PM - EARLY SHIFT- 2 staff on shift 1PM TO 7 PM - LATE SHIFT- 2 staff on shift</p> <p>Two qualified nurses plus registered manager on days and One qualified nurse for night shift.</p>
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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	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	12
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	14
Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	13
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training is either completed or ongoing. New staff have gone through structured induction (shorter or longer depending on individual needs). Face to face as well as online training facilities are made available to each member of staff and encouraged to complete.

Contractual Arrangements

No. of permanent staff	17
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)	11
No. of part-time staff (17-34 hours per week)	6
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.	Early- 7 AM TO 1 PM- Total 8 member of staff Late- 1 PM TO 7 PM - Total 6 members of staff Long day 7 AM TO 7 PM- Combination of both Night- 7 PM to 7 AM- Total 4 members of staff
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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	17
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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	17
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	10
Health & Safety	16
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	14
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training is either completed or ongoing. New staff have gone through structured induction (shorter or longer depending on individual needs). Face to face as well as online training facilities are made available to each member of staff and encouraged to complete.
<p>Contractual Arrangements</p>	
No. of permanent staff	17
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)	10
No. of part-time staff (17-34 hours per week)	7
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.	<p>Early shift- 7 am to 1 Pm Late shift - 1 pm to 7 pm Long day- 7 am to 7 pm Night shift 7 pm to 7 am</p>

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
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	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	3
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	00
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)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6

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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
<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	4
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 co-ordinators Laundry Maintenance Hair dresser Admin Accounts
Filled and vacant posts	
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	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	6
Safeguarding	6
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.	
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)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0