

# 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:	Cysgod Y Coed Ltd	
The provider was registered on:	17/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cysgod Y Coed Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/07/2018
	Responsible Individual(s)	Nerys Richards
	Manager(s)	Nerys Ann Lloyd Owen
	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	At Cysgod y Coed all staff have regular training in the 9 mandatory subjects. There are also other training sessions which are voluntary or areas that the staff member has a particular interest in: diabetes. We are very aware of barriers to learning that may hinder the staff's ability to complete any courses and so there is a programme in place to support those learners to ensure they are supported and gain the qualification. Training is regularly discussed with staff during the supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last Financial year Cysgod Y Coed have employed 3 new members of staff. 1 is a returning individual who worked for the home many years ago. The other 2 were care workers from a local Nursing home that had sadly closed. We do not hold any staff on retention. In 17 years we have never used agency staff as the team at Cysgod Y Coed pull together in times of need. The turnover of staff is minimum.

## Service Profile

### Service Details

Name of Service	Cysgod Y Coed Ltd
Telephone Number	01974241475
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	NONE

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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### Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	825.00

### 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?	Residents meetings, monthly care planning reviews and as the Responsible individual, manager and director I have daily conversations with our residents as I am here and we operate an open door policy in the office

### Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	2
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	At the front of the home we have a level patio space which has seating and parasols in the summer. we have 2 front lawn areas with seating and an accessible flower bed. There is also an outside porch which provides undercover seating.
Provide details of any other facilities to which the residents have access	NONE

### 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>We offer a person centered approach to all care given in Cysgod Y Coed. We have monthly updates on care plans with residents being encouraged to be involved in the delivery of their needs and who's voice and control is paramount. As a small family run care home with a reliable team of staff the environment is very much a home from home with residents more than happy to discuss any issues with any member of staff.</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>At Cysgod Y Coed all care is given in a person centred approach. Discussions with the residents regarding their health, development and overall wellbeing are very much part of their care plans and any interests and hobbies are supported. Wellbeing is about supporting residents to achieve health and happiness in every part of their life. This makes them feel good about themselves, relaxed and safe. We offer 2 visitor appointments every single day and families are encouraged to take the residents out on day trips. We take a multi agency approach and this improves the quality of services to ensure residents well-being. It allows the right services are available in local communities to meet individuals needs. Cysgod Y Coed has a very close relationship with the local Doctors surgery and its local community with carol singers, children from the local school visit, and regular visits from the local vicar for those who wish to take communion and worship</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our residents from abuse and neglect is every staff member's responsibility. It's our responsibility to keep them safe and free from harm, abuse and neglect. It is important to always work in person centred ways that support residents to understand their rights and how these can be met, this will help to safeguard the residents. The staff at Cysgod Y Coed are all regularly trained in safeguarding and protection of Adults, and are aware of different types of harm, abuse, and neglect. They are also knowledgeable on how to report and understand their responsibilities. We ensure their physical environment is calm, well maintained, their room has personal belongings to feel homely, along with their social environment – a home where workers are caring, professional, and knowledgeable. Cysgod Y Coed is a welcoming, well respected, open home and we work closely with family members. Due to the size of the home all staff know the residents well and therefore able to be very aware of changes in moods/anxiety, all staff are happy to listen and report and are aware of the policies in place. There is a whistleblowing policy in place – staff are encouraged to come forward and voice any concerns they have and be used to help cultivate a culture of transparency in the workplace.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Cysgod Y Coed is a 2 storey residential care home built around 1910. It has a patio and garden area to the front where residents enjoy the warmer days. We have a lift within the building to support those residents who are unable to walk the stairs. Bedrooms are individually furnished and residents are encouraged to bring in personal items to decorate their rooms. It is a bilingual home where residents are able to communicate in the language of their choice. All carers treat individuals with respect, their beliefs, religion, spiritual needs and culture are openly discussed. We encourage independence, and for residents to make their own choices and decisions. We support residents to set realistic achievable goals and gain new skill, building on their strengths so they are more likely to succeed. The more active and enjoyable a life they lead the greater sense of well-being they have. We encourage healthy eating and hydration is monitored. Visiting with family and friends is a vital part of the residents wellbeing and emotional health and so all carers support residents to have social interaction and maintain friendships.</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)	10.50
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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
<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	1
<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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NONE
Contractual Arrangements	
No. of permanent staff	15
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)	12
No. of part-time staff (16 hours or under per week)	03
<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	0
<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
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NONE

#### 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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	3

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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