

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:	DOLANOG RESIDENTIAL HOME	
The provider was registered on:	18/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Dolanog	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/09/2018
	Responsible Individual(s)	Ruth Blunden
	Manager(s)	Michelle Cotton
	Maximum number of places	28
	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	<p>We have an in house training provider who provides most of our training. Training needs analysis and a matrix is completed annually, QCF Diplomas are funded through Coleg Cambria,</p> <p>We currently have</p> <p>2 people doing level 2</p> <p>2 people doing level 3</p> <p>2 people doing level 5</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staffing has been difficult, we have placed adverts in the newspaper and on indeed, we do have a good core of staff.

Service Profile

Service Details

Name of Service	Dolanog
Telephone Number	01745353355
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?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	711.83
The maximum weekly fee payable during the last financial year?	820.00

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?	Email and phone access is always available.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	26
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	A conservatory, beautiful back garden and seating are provided.
Provide details of any other facilities to which the residents have access	We provide wifi, television, books, jigsaws, entertainment, hairdressing and chiropody. We have a minibus for days out.

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	All older people should feel that they have voice, choice and control over their lives and that they have the right support to make informed decisions, particularly in situations within which they are vulnerable. We pride ourselves on being open to individual needs and wishes.
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.	The physical and mental health and wellbeing of our residents is of the utmost importance. We must empower people to contribute towards achieving their well-being with appropriate support.
The extent to which people feel safe and protected from abuse and neglect.	It is a basic human right for a person to live in a safe environment away from harm or abuse and they should, in no circumstances, be exploited. Therefore, safeguarding procedures are a pivotal component to ensuring these individuals are protected.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We aim to treat each person as an individual, and to always support their wellbeing and the achievement of the best personal outcome for them.

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)	24
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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
	<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	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fire training - 11</p> <p>Covid refresher - 11</p> <p>Person centred approach - 13</p> <p>Sensory loss - 13</p> <p>End of life - 13</p> <p>Contractual Arrangements</p>
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	2
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	4
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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
<div style="border: 1px solid green; padding: 2px;">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.</div>	

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Staff Qualifications	

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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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No