

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:	Dreams Care Homes (UK) Limited	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ynysddu Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Basanta Nepal
	Manager(s)	Natasha James
	Maximum number of places	31
	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	We have completed online training. We purchased a bespoke training package for staff to complete
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have recruited 6 overseas staff on a sponsorship from Nepal. We have had 5 staff leave but these were replaced by the overseas staff. We did go through a period of using agency staff but were able to use the same staff to have some continuity this was in the interim of the overseas starting.

Service Profile

Service Details

Name of Service	Ynysddu Nursing Home
Telephone Number	01495200061
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have staff that can speak conversational Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51
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Fees Charged

The minimum weekly fee payable during the last financial year?	925
The maximum weekly fee payable during the last financial year?	1025

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?	we have a social media page where we advertise social events, staff vacancies and special occasions. We have made residents and families aware of the up and coming events via posters inside the Home for events such as Jubilee party, Bingo nights, Film night, entertainment and afternoon tea. We have liaised with residents and families about the works that were going to be undertaken regarding the new partial roof, new windows and how we were going to vacate rooms, new heating system and also a decoration programme.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The residents can use a large patio area with lots of garden furniture and parasols. this patio area is just off the main lounge and has views of the surrounding hills. Residents and families also have access to a smaller patio area with garden furniture that overlooks a small garden. We have held many tea parties on the patio and on the car park also. We have a visitors pod which we purchased during Covid but it has never been used. We use the pod now to make teas and coffees for residents and their families when they come and use the outside space. Activities staff make full use of the ramps to the front of the building to take residents in a wheelchair around the village and to the pub. We also have a bus stop outside the nursing home to take some residents to Blackwood / Newport.
Provide details of any other facilities to which the residents have access	In the Home, residents have access to tablets and RITA monitors, mobile telephones to make and receive video calls with families, friends and GP where necessary. Residents enjoy watching old films, doing wordsearches and jigsaws on the touch screen RITA Monitor.

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.

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.

As a team we have excellent relationships with our residents. This is reflected in the outcome of the residents survey. There were no negative comments. Residents know us as well as we know them and it is very obvious to any visitor that our relationship with residents is one of trust, compassion, empathy and where we can FUN. Our aim is for all residents to enjoy every day. Comments have been made by DoL's assessors that its lovely to hear so much laughter, see so many smiles and to see that residents are enjoying themselves just by engaging in conversations. CIW on previous inspections have also noted that when they were present at a mealtime that it felt like a sense of occasion and the noise was joyous.

We have good relationships with our GP surgery and staff at the Local Health Board that provide Occupational services, the dietitian, nurse assessors, dentist, social workers and chiropodist etc.

Some of our residents relatives have described our relationship with their loved one as being like a "second family" and that they feel included in that relationship. Relatives have said that staff have gone "above and beyond" for their relative to make sure that they are happy. Relatives have given feedback to Nurse assessors that they couldn't have wished for better care for their loved one.

Residents are always given choice and are always listened to. Whether its about where they'd like to sit in the lounge and whom they'd like to sit next to, the choice of a male or female care staff to tend to their needs, a choice of meals, participating in activities and even what activities they'd like to do/watch. Trips out are always discussed with resident and there are choices of where they'd like to go.

Residents are encouraged and supported by staff to access hospital appointments when family cannot go with them. We are quite lucky that most services will provide a visit to the Home such as dentist/optician, mental health team etc if residents find it particularly difficult to get to appointments. The GP visits every 3 months for a medication review and will make a house call if needed. We have a Nurse Practitioner who also visits weekly and will address any concerns that residents, their relatives or qualified staff have. Being so proactive with residents health and seeing the appropriate health care professionals in good time gives residents a sense of empowerment and also builds good relationships with families.

<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>As a team we have excellent relationships with our residents. This is reflected in the outcome of the residents survey. There were no negative comments. Residents know us as well as we know them and it is very obvious to any visitor that our relationship with residents is one of trust, compassion, empathy and where we can FUN. Our aim is for all residents to enjoy everyday. Comments have been made by DoL's assessors that its lovely to hear so much laughter, see so many smiles and to see that residents are enjoying themselves just by engaging in conversations. CIW on previous inspections have also noted that when they were present at a mealtime that it felt like a sense of occasion and the noise was joyous.</p> <p>Some of our residents relatives have described our relationship with their loved one as being like a "second family" and that they feel included in that relationship. Relatives have said that staff have gone "above and beyond" for their relative to make sure that they are happy. Relatives have given feedback to Nurse assessors that they couldn't have wished for better care for their loved one.</p> <p>Residents are always given choice and are always listened to. Whether its about where they'd like to sit in the lounge, the choice of a male or female care staff to tend to their needs, a choice of meals, participating in activities and even what activities they'd like to do/watch. We are quite lucky that most services will provide a visit to the Home such as dentist/optician, mental health team etc if residents find it particularly difficult to get to appointments. The GP visits every 3 months for a medication review and will make a house call if needed. We have a Nurse Practitioner who also visits weekly and will address any concerns that residents, their relatives or qualified staff have. Being so proactive with residents health and seeking the appropriate health care professionals in good time gives residents a sense of empowerment and also builds good relationships with families. Some of our residents have required specialised seating. This has been arranged for them and they have purchased their chairs privately. Referrals for seating have been sent to the local Health Board for those residents who's needs have changed and are funded by NHS but this takes substantially longer for an assessment and for seating to arrive. Its frustrating when residents who cant afford specialised seating but need it cannot be funded by social services if they arent CHC.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents that are able to converse with staff all feel happy and safe at Ynysddu Nursing Home. Those that are unable to converse or lack capacity are nursed in a way that is in their best interest. If staff feel that the reactions that they get from those residents are negative then we stop and re think. Staff are very keen to provide the best for residents and if feedback is not good then our aim is to change it so it is right.</p> <p>All staff that provide care to residents are trained in safeguarding and are aware of the policies around this. We have had no safeguarding referrals this year and no concerns or complaints from family/ relatives about their loved one. Relatives often tell us that they can go home and be at rest knowing their loved one is looked after and clean. Even the 1 resident that we have who really doesn't want to live in any nursing home but understands that his care cannot be provided anywhere else, has family who say they are comforted knowing he's looked after, clean and fed. We have raised concerns about a resident to the Office of the Public Guardian about a Power of Attorney not providing toiletries and clothes for a resident despite being asked numerous times. Safeguarding have been approached by the Home regarding a husband of resident wishing to visit. There had been allegations of domestic abuse made against the residents husband and we needed support and advice as to whether the visit could take place as the resident had no capacity to make the decision to see him or not. Advice was sought from Caerphilly Social Services and Aneurin Bevan Health Board, both of which were very unhelpful. The DoL's team were approached who listened to our concerns and gave appropriate advice in order for the visit to take place.</p> <p>We have had no whistleblowing referrals.</p> <p>We have had 2 anonymous complaints sent to CIW which were both unfounded and we gave explanations to both in a timely manner. As a Home we take pride on being "transparent". We are happy to report anything to the relevant people to keep residents safe. We need to establish a culture that reporting concerns is not a bad thing. New staff to discuss safeguarding and whistleblowing as part of their first supervision.</p> <p>Activity/care staff to provide 1:1 time for residents to discuss their well being and how they feel they are being cared for every month and to document outcomes and liaise with Manager. This is to be incorporated into the satisfaction survey.</p>

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

We ensure that whatever is important to residents is projected into their daily life. We decorate their rooms in the colours they choose, if they support a football team we ensure they have access to TV so they can watch their favourite teams playing, talk about what's important to them whether its family, or a celebrity or even their religion.

We support residents to always reach their personal goals. We have supported residents to go on holiday, go to football matches, go to the theatre and even to the pub. We encourage input from family and friends and have used many devices to maintain contact such as mobile phones, tablets and letters. One resident had met a lady on holidays and was being assisted to maintain contact with her in New York. We have adequate number of staff to be able to do this for most of the residents. For those that are unable to sit in a wheelchair staff do their best to try and bring the outside in. During the winter, staff filled a container with snow and took it to those who were unable to go outside. This proved a wonderful experience and lead to lots of stories of building snowmen and having snowball fights as children. We also have a small dog that comes in just for cuddles for those that would like one.

We have sought wheelchairs and specialist chair in order for some residents to access the lounge, patio and the community. We have booked transport to take residents further afield for trips to the seaside which is always thoroughly enjoyed. Residents choose locations and get really excited at the prospect of going to the beach or to Cardiff Bay or Tredegar House.

Residents are assessed for the need of items such as bed rails, hoists, profiling beds, air flow mattresses, specialist diets etc. All items are provided as necessary.

Some residents who have been bed bound for long periods of time due to pressure sores or contractures need to be assessed to sit in suitable seating. Once this has been done they and they have their own seating they can access the lounge and their quality of life can be somewhat improved. We would like to provide more experiences for those residents that are unable to sit in a wheelchair or sit in specialised chairs. We would like to have more activity staff that could drive. We need more activity staff to fulfill residents personal goals in relation to community access. We need to purchase transport so that residents can get out more and we can save on extortionate taxi costs.

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)	2
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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
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
<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	10
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	0
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?	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	24
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	7
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	0
Dementia	17
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	24
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)	16
No. of part-time staff (16 hours or under per week)	4
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>8-2, 2-8, 8-8 days and 8-8 nights 6-12 twilight Day shift 8-2 6 care staff 2-8 shift 5 staff 8-8 night shift 2 care staff, 1 registered nurse and 1 twilight shift until midnight.</p> <p>We have staff that work only nights and staff that work only days.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	1
Registered nurses	

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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
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)	1
No. of part-time staff (17-34 hours per week)	1
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>always 2 registered nurses working by day. Shift times are 8-8 for one nurse and 8-6 for the second nurse. At night 1 registered nurse works 8-8 Day - 2 registered nurses. 6 care staff (5 care staff in the afternoon) 1 manager, 2 kitchen staff, 2 cleaning staff, 1 laundry staff, 1 activity staff, 1 office staff</p>
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?	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	7
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	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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)	4
No. of part-time staff (16 hours or under per week)	2
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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	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)	2
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	5
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.	Activity staff - provide activities that are suitable for each individual resident. Plan outings, source information and purchase items to carry out various projects such as art work, afternoon tea, bingo nights etc. Activity staff book transport to enable residents to access the community and also organise staff where escorts are needed on trips out. They facilitate video calls, write letters to family and friends where residents aren't able to do so and assist those who can. Our activity staff are very hands on with our residents and are happy to provide 1:1 to those residents that are bed bound or just too shy to join in a group activity. Activity staff will liaise with families to get to know residents likes and dislikes and what their hobbies are.
Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

