

# 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:	Elmtree Healthcare Limited	
The provider was registered on:	14/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Plas Y Bryn	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	25/02/2019
	Responsible Individual(s)	George Khanijau
	Manager(s)	Anita Burrows
	Maximum number of places	18
	Service Conditions	There are no conditions associated to this service
	Plas Isaf Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/11/2018
	Responsible Individual(s)	Sandeep Gupta
	Manager(s)	
	Maximum number of places	32
	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 engaged an external trainer who provides a robust 4 day training course for all new employees and staff who require refreshers. This covers all mandatory training requirements and those specifically related to the service. We also deliver Safe Holding and De-escalation training annually which is delivered by 2 x in house trainers. There are also a number of on-line courses which staff can access and the Home utilises specialist training from outside providers when required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The company operates an Employee of the Month Scheme which warrants a financial bonus. Qualified staffs registration with the NMC and Social Care Wales is remunerated by the company. Regular supervision and appraisals take place and staff meetings are held periodically to ensure that staff feel listened to and valued.

## Service Profile

### Service Details

Name of Service	Plas Isaf Care Home
Telephone Number	01492556777
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	Plas Isaf employs several Welsh speaking staff and TV and radio programmes are made available in Welsh. Welsh Birthday and Christmas cards are sent if this is the person's preferred language. The Home actively encourages Welsh speaking staff to apply and this is taken into consideration when recruiting new staff.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	71
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	654
The maximum weekly fee payable during the last financial year?	4081

##### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The home operates a 'Resident of the Day' where all individual aspects of care, likes / dislikes, clothing and toiletries requirements are discussed and documented. We gather feedback from families, friends and outside professionals via questionnaires, meetings, e-mails and verbally. We continually monitor and improve our service via Resident and Staff meetings, auditing and minutes and records of the audit are kept in the Managers office. We have a robust Quality Assurance programme and this is monitored by the Regional Manager, any improvements required are added to an action plan and addressed accordingly.

##### Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	To the rear of the property there is a large enclosed secure space with wheelchair access. This houses a number of wooden seating areas with tables and chairs which provides a relaxing space for residents to sit in and enjoy some fresh air. The area is also utilised for those Residents who wish to smoke. To the front of the property, there is a well-maintained mature garden, with several seating areas and a Pergola.
Provide details of any other facilities to which the residents have access	Plas Isaf has several communal areas throughout the Home. The main lounge is a large sunny room which has been tastefully decorated. It is furnished with comfortable chairs and a large television and there are several quiet areas within the space where the Residents are able to relax and look out onto the well-maintained front garden. There is a large dining room for Residents to enjoy mealtimes in a relaxed environment. This room is decorated in a 'seaside' theme and everyone is encouraged to attend. Plas Isaf has a small lounge which has been decorated in a traditional public house style which Residents utilise on a regular basis. There is also another quiet lounge away from the communal areas which is utilised for activities and for Residents to spend time with their families and loved ones. The home has its own hairdressing salon and a hairdresser visits the home on a regular basis.

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.

All residents have a comprehensive care plan package in place prior to admission with full consultation with the families, representatives, and outside professionals.

We have both male and female staff working within the home and the Residents individual preferences are documented accordingly.

We continuously monitor and improve our service via the Home's comprehensive Quality Assurance Programme.

#### COMMUNITY PRESENCE

Services are provided as close to the individual's natural community as possible, so that the person is seen as a continued, integral part of that community.

#### DIGNITY & RESPECT

Each person is central to their own care planning and delivery process via the Person-Centred Approach to Care. Advocacy will be encouraged.

#### COMPETENCIES

In many circumstances some of our Residents will have lost skills due to dementia, trauma, or illness. Services are designed to ensure that further skill loss, because of intervention, is prevented and that retained skills are enhanced.

#### RELATIONSHIPS/PARTNERSHIPS

It is important to recognise that a person needs to maintain relationships despite changes to physical or intellectual abilities, emotional responses or because of old age. Services will be sensitive to the person's existing and developing relationships.

#### CONTINUITY

Using the Person-Centred Approach, proper cognisance is given to the effect that the person's condition has upon the continuities of their lives in terms of previous activities, relationships, and ordinary rhythms.

#### CHOICE

The service seeks to enhance the person's ability to exercise choice throughout the care process. It is recognised that they have the right to make an unwise decision and support will be given to advise of risks, consequences and their care plan updated accordingly.

#### INDIVIDUALITY

Each person is unique. It is important that services are tailored to the needs and circumstances of each person who uses the service.

#### STATEMENT ON DISCRIMINATION

Our staff adopt a non-judgemental positive regard approach to care and treat all our residents equally.

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.

A care plan package is formulated with full agreement from the resident, relatives, and professionals. Care plans are updated as and when needs change and reviewed once per month. We will continue to monitor and improve our services via staff meetings, auditing and our robust Quality Assurance Programme.

Regular reviews are undertaken with visiting professionals. An activities coordinator oversees events for each resident to include social interests, hobbies, religious and cultural needs. We have access to a minibus and car, trips into the community are undertaken on a regular basis. We also have visits to the home from a chiroprapist. Feedback from residents, families and outside authorities is taken into account and necessary changes put into place. We follow the end-of-life care pathway and the privacy, dignity and wishes of the resident and families are respected. All staff within the home follow the Policies and Procedures and a training programme is in place. A smoking area is outside for the residents who enjoy a cigarette.

Individualised activities depending on resident interests and capabilities are on offer each afternoon. Plas Isaf has a range of indoor activities, including various board games, craft materials and activities. We often have 'themed' days including film afternoons, music afternoon, and various afternoons are declared 'theme' days and the menu is altered for that day to link in with the theme (i.e., Chinese, Indian and Polish) which complements specific celebrations such as Christmas, Halloween, etc. We celebrate current events as well as national holidays and festivities.

Clergy members visit the home on request. Plas Isaf operates an open visiting policy which excludes protected time for meals, and we can accommodate visitors at any reasonable time. The home has a comprehensive Policies and Procedures file to which all staff are expected to adhere to. Residents are always encouraged to maintain responsibility for their own finances. If this is not possible a family member or independent person would be asked to take this responsibility. Advocacy is always encouraged, and the home takes cognisance of the Mental Capacity Act and DOLs legislation. Likes/dislikes regarding food are documented and catered for. A cooked breakfast is available on request and a choice of 2 dishes is offered each day on a 4-week rolling menu.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Each bedroom has a lock to ensure privacy.  Plas Isaf has a central heating system and opening windows for ventilation.  Emergency lighting is in place alongside a comprehensive fire and call bell alarm system.  Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis.  A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs, and a comprehensive nurse call alarm system.  The downstairs area is secure with digital locks placed on the entrance (front).  Regular reviews are held with the funding authorities, and outside professionals when required.  Residents and staff are encouraged to develop close and caring relationships and individual likes and dislikes are catered for and considered.  Preferences with regard to personal care are documented and implemented.  The complaints procedure and who to contact if you are not satisfied with the service are included in the resident guide.  An extensive programme of activities is in place.  Close links are developed with the resident, relatives, and friends to ensure that their needs and wishes are catered for.  Advocacy services are sought if the resident has requested one.  We continually monitor and assess Plas Isaf via our comprehensive Quality Assurance Programme.  Complaints are dealt with in a sympathetic and correct manner. Incident/Accident/Near Miss forms are completed and monitored daily. Further notifications i.e., Regulation 60, safeguarding referrals are made as required.  Incidents/Accidents/Near misses are audited monthly, and any themes, occurrences, or patterns looked for. Further measures are then put in place and actioned accordingly.  The home works closely with Conwy Safeguarding Team and the Manager will discuss any potential safeguarding issues and implement any changes as required.  Plas Isaf is open to new ideas and working practices which will benefit the people who live here.  Both positive and negative feedback are evaluated, and changes are made as necessary.  Staff supervision takes place every 8 weeks, any issues raised are dealt with in a timely manner.  The home continues to work closely with the authorities and will request reviews where necessary and take any actions to prevent harm.  If required, specialist equipment is provided to meet the varying needs of each resident.  All equipment within the home is regularly serviced at the appropriate time.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Plas Isaf is a residential home for people 18 years and over but predominantly caters for older people. The home provides a warm atmosphere with the emphasis on the fact that this is their 'home'. We promote a calm, relaxed environment within the home and staff maintain a high degree of vigilance around the expressed and nonverbal indicators displayed by residents. This helps diffuse situations before they escalate.  We have a Statement of Purpose/Resident Guide for current and prospective residents. This is available in Welsh if required.  Each resident is actively encouraged to choose their own colours when it comes to decorating their room. Residents can bring or purchase their own furniture if they wish. When decorating the communal areas, all residents are consulted, and their wishes are taken into account.  We develop our care plans using the Social Services Wellbeing Act and choice, dignity and respect are at the forefront. Each resident has the right to make 'unwise or irrational decisions' subject to risk assessment. The skill mix of each shift is looked at on a regular basis to ensure that experienced staff are on duty to support the newer members.  We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required. Supervision is carried out every 8 weeks and on request.</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)	30.50
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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	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	0
Positive Behaviour Management	0
Food Hygiene	1
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
<b>Staff Qualifications</b>	
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	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.	
<b>Filled and vacant posts</b>	
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	A Lasting Smile Nutrition and Hydration Awareness Mental Capacity Act Awareness Basic Life Support
<b>Contractual Arrangements</b>	
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
<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>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?	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>	
<b>Filled and vacant posts</b>	
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	4
Health & Safety	4
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	4
Safeguarding	0
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nutrition and Hydration Awareness Basic Life Support
<b>Contractual Arrangements</b>	

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)	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.	07.45 am to 8.00 pm days 07.45 pm to 8.00 am nights
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
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
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	15
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	6
Health & Safety	8
Equality, Diversity & Human Rights	3
Infection, prevention & control	7
Manual Handling	9
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8

Please outline any additional training undertaken pertinent to this role which is not outlined above.	A Lasting Smile Nutrition and Hydration Awareness Mental Capacity Act Awareness Basic Life Support
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	08.00 am to 08.00 pm Days 08.00 pm to 08.00 am Days
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	6
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>	
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	2
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	A Lasting Smile

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)	1
No. of part-time staff (17-34 hours per week)	2
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	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.	Administrator Maintenance Person
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Plas Y Bryn
Telephone Number	01492544117
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	Plas y Bryn employs several Welsh speaking staff and TV and radio programmes are made available in Welsh. Welsh Birthday and Christmas cards are sent if this is the persons preferred language. The Home actively encourages Welsh speaking staff to apply and this is taken into consideration when recruiting new staff.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1758
The maximum weekly fee payable during the last financial year?	9486

### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The home operates a 'Resident of the Day' where all individual aspects of care, likes / dislikes, clothing and toiletries requirements are discussed and documented. We gather feedback from families, friends and outside professionals via questionnaires, meetings, e-mails and verbally. We continually monitor and improve our service via Resident and Staff meetings, auditing and minutes and records of the audit are kept in the Managers office. We have a robust Quality Assurance programme and this is monitored by the Regional Manager, any improvements required are added to an action plan and addressed accordingly.
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#### Service Environment

How many bedrooms at the service are single rooms?	18
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	18
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Plas y Bryn is a large detached Victorian Building with extensive grounds. We have a summer house with an expansive decking area which has a number of seating arrangements for the residents to relax and enjoy the fresh air. There is a Pergola at the bottom of the garden which is in a shady area for those who prefer not to be in the sun. There are a number of planters and raised beds for those who wish to partake in gardening and the outside is wheelchair friendly. Benches are also situated at both the front and rear of the building.
Provide details of any other facilities to which the residents have access	There is a quiet area in the dining room for people to relax and enjoy some quiet time. Activities also take place in this area and items made are displayed on the shelves. Board games, craft materials, diamond painting, knitting and various other equipment are also available in this area for residents to partake in if they wish to do so.

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>
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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 residents have a comprehensive care plan package in place prior to admission with full consultation with the families, representatives, and outside professionals.

We have both male and female staff working within the home and the Residents individual preferences are documented.

We continuously monitor and improve our service via the Home's comprehensive Quality Assurance Programme.

#### COMMUNITY PRESENCE

Services are provided as close to the individual's natural community as possible, so that the person is seen as a continued, integral part of that community.

#### DIGNITY & RESPECT

Each person is central to their own care planning and delivery process via the Person-Centred Approach to Care. Advocacy will be encouraged.

#### COMPETENCIES

In many circumstances some of our Residents will have lost skills due to dementia, trauma, or illness. Services are designed to ensure that further skill loss, because of intervention, is prevented and that retained skills are enhanced.

#### RELATIONSHIPS/PARTNERSHIPS

It is important to recognise that a person needs to maintain relationships despite changes to physical or intellectual abilities, emotional responses or because of old age. Services will be sensitive to the person's existing and developing relationships.

#### CONTINUITY

Using the Person-Centred Approach, proper cognisance is given to the effect that the person's condition has upon the continuities of their lives in terms of previous activities, relationships, and ordinary rhythms.

#### CHOICE

The service seeks to enhance the person's ability to exercise choice throughout the care process. It is recognised that they have the right to make an unwise decision and support will be given to advise of risks, consequences and their care plan updated accordingly.

#### INDIVIDUALITY

Each person is unique. It is important that services are tailored to the needs and circumstances of each person who uses the service.

#### STATEMENT ON DISCRIMINATION

Our staff adopt a non-judgemental positive regard approach to care and treat all our residents equally.



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.

A care plan package is formulated with full agreement from the resident, relatives, and professionals. Care plans are updated as and when needs change and reviewed once per month. We will continue to monitor and improve our services via staff meetings, auditing and our robust Quality Assurance Programme.

Regular reviews are undertaken with visiting professionals. An activities coordinator oversees events for each resident to include social interests, hobbies, religious and cultural needs. The Home has a dedicated Driver and Activities Coordinator. We have a minibus and car, individual trips into the community are undertaken on a daily basis.

We also have visits to the home from a chiropodist. Feedback from residents, families and outside authorities is taken into account and necessary changes put into place. We follow the end-of-life care pathway and the privacy, dignity and wishes of the resident and families are respected. All staff within the home follow the Policies and Procedures and a training programme is in place. A smoking area is outside under-cover for the residents who enjoy a cigarette. Individualised activities depending on resident interests and capabilities are on offer each afternoon. Plas y Bryn has a range of indoor activities, including a large portable table, various board games, craft materials, dart board and pool table.

We often have 'theme' days and the menu is altered for that day to link in with the theme (i.e., Chinese, Indian and Polish) which complements specific celebrations such as Christmas, Halloween, etc. We celebrate current events as well as national holidays and festivities.

Clergy members visit the home on request. Plas y Bryn operates an open visiting policy, and we can accommodate visitors at any reasonable time. The home has a comprehensive Policies and Procedures file to which all staff are expected to adhere to. Residents are always encouraged to maintain responsibility for their own finances. If this is not possible a family member or independent person would be asked to take this responsibility. Advocacy is always encouraged, and the home takes cognisance of the Mental Capacity Act and DOLs legislation. Likes/dislikes regarding food are documented and catered for. A cooked breakfast is available on request and a choice of 2 dishes is offered each day on a 4-week rolling menu.

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

Each bedroom has a lock to ensure privacy.  
Plas y Bryn has a central heating system and opening windows for ventilation.  
Emergency lighting is in place alongside a comprehensive fire and call bell alarm system.  
Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis.  
A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs, and a comprehensive nurse call alarm system.  
The downstairs area is secure with digital locks placed on the entrance (front).  
Regular reviews are held with the funding authorities, and outside professionals when required.  
Residents and staff are encouraged to develop close and caring relationships and individual likes and dislikes are catered for and considered.  
Preferences with regard to personal care are documented and implemented.  
The complaints procedure and who to contact if you are not satisfied with the service are included in the resident guide.  
An extensive programme of activities is in place.  
Close links are developed with the resident, relatives, and friends to ensure that their needs and wishes are catered for.  
Advocacy services are sought if the resident has requested one.  
We continually monitor and assess Plas y Bryn via our comprehensive Quality Assurance Programme.  
Complaints are dealt with in a sympathetic and correct manner.  
Incident/Accident/Near Miss forms are completed and monitored daily. Further notifications i.e., Regulation 60, safeguarding referrals are made as required.  
Incidents/Accidents/Near misses are audited monthly, and any themes, occurrences, or patterns looked for. Further measures are then put in place and actioned accordingly.  
The home works closely with Conwy Safeguarding Team and the Manager will discuss any potential safeguarding issues and implement any changes as required.  
Plas y Bryn are open to new ideas and working practices which will benefit the people who live here.  
Both positive and negative feedback are evaluated, and changes are made as necessary.  
Staff supervision takes place every 8 weeks, any issues raised are dealt with in a timely manner.  
The home continues to work closely with the authorities and will request reviews where necessary and take any actions to prevent harm.  
If required, specialist equipment is provided to meet the varying needs of each resident.  
All equipment within the home is regularly serviced at the appropriate time.

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

Plas y Bryn is a specialist home for people aged 18 years or over, who challenge conventional services. The service has been in operation since October 2000.

The home specifically meets the needs of people who exhibit behaviour that challenges mainstream services, and who may not be able to be cared for at home or in settings such as other care homes. Plas y Bryn cares for people who, due to a variety of reasons have disorders affecting the way that they are able to respond to their environment and other people.

The home provides a warm atmosphere with the emphasis on the fact that this is their 'home'.

We promote a calm, relaxed environment within the home and staff maintains a high degree of vigilance around the expressed and non-verbal indicators displayed by residents. This helps diffuse situations before they escalate. All care staff within the Home attend a 2 day Safe holding / Breakaway and De-escalation training course, with a yearly refresher.

We have a Statement of Purpose/Resident Guide for current and prospective residents. This is available in Welsh if required. Each resident is actively encouraged to choose their own colours when it comes to decorating their room. They are able to bring or purchase their own furniture if they wish.

When decorating the communal areas, all residents are consulted and their wishes are taken into account.

Subject to risk assessment they are also able to have a small pet should they choose to do so.

We develop our care plans using the Social Services Wellbeing Act and choice, dignity and respect are at the forefront. Each resident has the right to make 'unwise or irrational decisions' subject to risk assessment.

We have a flexible approach to 1-1 allocations to ensure that staff have a break.

The skill mix of each shift is looked at on a regular basis to ensure that experienced staff are on duty to support the newer members.

We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required.

Supervision is carried out every 8 weeks and on request. Any issues brought up within these sessions are dealt with in a timely manner.

We try to promote a calm relaxed environment at all times within the home.

We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required.

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)	55
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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	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
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
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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

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe holding and Breakaway Techniques 2

#### 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

Other supervisory staff

Does your service structure include roles of this type?	No
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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
<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	9
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	9
Health & Safety	9
Equality, Diversity & Human Rights	5
Infection, prevention & control	8
Manual Handling	9
Safeguarding	5
Medicine management	8
Dementia	2
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Holding and Breakaway Techniques - 6
<p>Contractual Arrangements</p>	
No. of permanent staff	7
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)	2
No. of part-time staff (17-34 hours per week)	4
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 1.5 Registered Nurses 7.45-20.15 7.45-14.15 Night Shift 1 Registered Nurse 20.00-08.00

Senior 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	11
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	11
Health & Safety	9
Equality, Diversity & Human Rights	5
Infection, prevention & control	8
Manual Handling	9
Safeguarding	5
Medicine management	8
Dementia	2
Positive Behaviour Management	8
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Holding and Breakaway Techniques - 8
<p>Contractual Arrangements</p>	
No. of permanent staff	11
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)	0
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 2 x Senior HCSW 08.00-20.00 Night Shift 1 x Senior HCSW 20.00-08.00
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
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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
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No. of staff in post	21
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No. of posts vacant	0
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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	21
Health & Safety	8
Equality, Diversity & Human Rights	15
Infection, prevention & control	20
Manual Handling	20
Safeguarding	15
Medicine management	0
Dementia	6
Positive Behaviour Management	8
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Holding and Breakaway Techniques

Contractual Arrangements
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No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	9
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff
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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 7 x HCSW 08.00-20.00 Night Shift 5 x HCSW 20.00-8.00 1 x HCSW 20.00 - 24.00
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	4
<b>Domestic 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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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
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)	2
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	3
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.	1 x Maintenance Manager 1 x Administrator 2 x Maintenance 1 x Painter 1 x Activities Coordinator 1 x Care Home Driver
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	7
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Holding and Breakaway Techniques
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	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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0

