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:	Elysium Healthcare No. 3 Limited
The provider was registered on:	10/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Reene Court

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	01/03/2021
Responsible Individual(s)	Kathryn Murphy
Manager(s)	Dawn Harris
Maximum number of places	16
Service Conditions	There are no conditions associated to this service

Tydfil House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	10/04/2019
Responsible Individual(s)	Kathryn Murphy
Manager(s)	Christopher Williams
Maximum number of places	4
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	7 day induction program for new starters and ongoing mandatory training via face to face and online resources, and continuing CPD
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Enhanced pay rates and added bonus packages, including company pension and flexible working patterns

Service Profile

Service Details

Name of Service	Reene Court

Telephone Number	01633666828

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	All residents speak in English, we do provide advocate who speaks in Welsh. Also, posters in Welsh provided in Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18

Fees Charged

The minimum weekly fee payable during the last financial year?	1052.94
The maximum weekly fee payable during the last financial year?	1637.16

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?	There are a range of arrangements in place to ensure that those that use the service at Reene Court have the opportunity to give their thoughts and opinions on the service, and areas that they feel might need to be reviewed. There is a regular monthly residents' meeting which is held with the Registered Manager that is a key forum for airing any issues, or discussing activities to be planned. In addition at Reene Court the following arrangements also took place in the last financial year and are planned also for 2023/24 Annual Surveys completed by Reene staff in April. Family survey letters posted in May. Advocate visit twice per month. Social worker (Elysium) visits once per month. Monthly general practice Dr visit. (GP) Monthly OT visit. Every three months CPN and RC visit (not all residents). Monthly CPN visits (not all residents, depends on their needs). Residents and members of staff have easy access to information on how to make complaints or receive additional support.

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	0
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	Back garden - our garden has seated space for residents to relax and enjoy outside space. In the garden area we have some parts of grass area and some parts of patios. We encourage residents to participate in gardening sessions- we grow herbs, flowers and fruit trees. Front garden - we have grass and patios areas, residents has an easy access to local park from our house. Also, our residents has opportunity to enjoy nature - feeding birds at the front of our garden.

Provide details of any other facilities to which the residents have access	Conservatory room - for activities and relaxation time. Laundry room - to complete laundry tasks. Clinic room - to receive medical support.

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.	We hold monthly Community Meetings with every 4 weeks. The patient representative reports at each governance meeting. Annual Surveys completed by Reene staff in April. Family survey letters posted in May. Advocate visit twice per month. Social worker (Elysium) visits once per month. Monthly general practice Dr visit. Monthly OT visit. Every three months CPN and RC visit (not all residents). Monthly CPN visits (not all residents, depends on their needs). Every three months district nurse visit to complete bloods for Cl ozaril. As Responsible Individual, both myself and a Compliance Asse ssment Lead visit the service quarterly and talk to Residents an d staff and specifically ask if they wish to raise anything.

| 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. | •Community meetings every 4 weeks and regular sessions on a 1:1 basis where group and individual activities and goals can be discussed and appropriate planned giving opportunity to discuss health and well-being issues.
•Care coordinator visits actioned monthly for some Residents and as needed for other Residents to provide oversight to needs being met.
•1:1 sessions daily and recorded on carenotes.
•Person centred Care plans reviewed monthly and at ICRs to identify future goals, build independence and identify appropriate future pathways, if needed.
•Building independence in a less restrictive environment promoting independence and choices through daily and regular dialogue.
•GP ward round every month
•Opticians, supported by staff if required
•Dentists, supported by staff if required
•Regular bloods for General Health, Lithium, clozapine monitoring etc. taken
•Weight management promoting healthy choices and portion control
•Staff are pro-active in promoting healthy eating and portion sizes with giving the residents choices
•The majority of Residents have now received their COVID-19 vaccines and boosters with just 2 residents having had none and one having 1 vaccine with all staff fully vaccinated
•'I stumble' assessment and information available
•Covid management, with PPE, Masks, Social Distancing, Hand washing and gel use, staff having regular PCR and LFT testing and Residents if symptoms identified, PPE stations around the Home should another breakout happen
•Staffing numbers risk assessed regularly
•Ongoing staff training - all staff aware of how to action any safeguarding concerns, whistleblowing and raise any issues with the Registered Home Manager.
•Surveys for Residents actioned every 12 months which was undertaken with each Resident being supported, the feedback was good and overall, very positive regarding the delivery of service and its Management
•Management and Staff evaluate each Residents care and support needs via their Individual Care Reviews
•Welsh language supported by Independent Advocate
•Residents can access the local community either independently or with staff
•Pathways discussed at ICRs, CPAs, CTPs, and regular visits from Care –coordinators and Personal Plan reviews
•Visitors are welcomed and encouraged if assessed and agreed prior to visit for risk
•Risk is reviewed every 6 months or if there is a change in risk at anytime
- Residents are asked about their wellbeing at the quarterly RI visit |

The extent to which people feel safe and protected from abuse and neglect.	• Weekly Advocate meetings and all residents have her contact details with information on the home notice board who can support residents raise any issue of concern • MOJ meetings, with relevant residents every 3 months with Care Co-coordinators and Social workers/Social Supervisors • Trusting and therapeutic relationships with Residents for them to feel comfortable in approaching Management or Staff • Safeguarding policy in place, safeguarding training face to face and online to all staff, also on the Elysium intranet there are resources available to all staff. All staff trained to level 3 • Whistleblowing policy widely shared with the whole team and is encouraged to be followed should the staff have any concerns, information is also displayed in staff areas • An open culture is advocated regularly, staff are encouraged to speak to management both locally and to the regional team • Professional boundaries training given and information available regarding The Social Care Wales Act 2016 and the Code of Professional conduct • Robust recruitment policies - all staff recruited by Elysium have enhanced DBS and references checked prior to employment • Complaints book in office and Residents and staff speak to Management daily, in confidence if they choose and encouraged to be open and honest • 6 monthly MDTs by the respective CMHTs and Annual medical reviews and regular CPAs/CTPs and meetings with Care coordinators, CPNs, Social Workers, which are held with staff present – so opportunity for residents to raise any concerns with their 'home' care teams • Reports to commissioners monthly with Residents from England and Wales • 3 monthly visits from the RI and PCA Team where both residents and staff are asked in private if they have any concerns they wish to raise • Management available - on call 24/7 and the on call rota is shared monthly • Carenotes system has a Safeguarding section providing company oversight external to Reene Court • Ongoing staff training with all staff having level 3 safeguarding training and trained in PREVENT and have the knowledge to complete IRIS (incident reporting system) and aware of how to action any safeguarding concerns, whistleblowing and raise any issue
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	• Over the last few months considerable refurbishment works have been undertaken in the kitchen, communal areas. All bedrooms have been decorated, new furniture bought and all bathrooms have been redone. The residents all had their input into what theme they like in their rooms. • The stairs, the clinic, and the downstairs office have also been decorated, new stair boards put up freshen up the environment for residents and staff. • The improved kitchen facilities will enhance the meal service to Residents • All Residents offered keys to their bedroom doors and safe or lockable drawer within their rooms, if identified to keep medication and personal effects, the only duplicate keys are held by the Management, in case of loss or emergencies • Fire drills carried out 6 monthly • Weekly fire alarm and fire door tests are also carried out • Fire requirements implemented and confirmed by Fire Authority April 2022 • Residents have made their rooms personal to them to make them feel at home • We have a couple of residents who regularly work in the garden although there is also a gardener who comes to keep the outer areas neat • We have added a couple of beds, one for herbs and another for seasonal flowers • All Residents have access to the internet via the home Wi-Fi, Netflix and availability to make Teams video calls to their families in circumstances where they are unable to go out for longer periods • Visitors are welcomed and always facilitated, they are welcome to visit all areas, sit in the dining room or go to their loved one's rooms. • All staff either hold or are working towards the relevant QCF Level 2, 3 Qualifications in Health and Social Care for individual registration with Social Care Wales. We are working on adding all the new starters to the registry too - RI feeds back to manager any environmental issues that need addressing at the end of the visit

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)	20.59

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	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.	Basic life support Break away and conflict resolution Epilepsy Fire safety ILS Data Protection Mental Capacity Act Mental Health Act Code of Practice NEWS2 PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries

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?	No

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

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	9

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	13
Health & Safety	10
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	14
Safeguarding	15

Medicine management	15
Dementia	0
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support Break away and conflict resolution Epilepsy Fire safety ILS Data Protection Mental Capacity Act Mental Health Act Code of Practice NEWS2 PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	4

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

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.	Day shift four HCSW Night shift one HCSW

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	3

Registered nurses

Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	1

> 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	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	2
Manual Handling	2
Safeguarding	4
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support Break away and conflict resolution Epilepsy Fire safety ILS Data Protection Mental Capacity Act Mental Health Act Code of Practice NEWS2 PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries

> Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	4

> 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)	5
No. of part-time staff (17-34 hours per week)	1
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.	24/7 one nurse available on the duty.

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

> 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	2
No. of posts vacant	2

> 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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support Break away and conflict resolution Epilepsy Fire safety ILS Data Protection Mental Capacity Act Mental Health Act Code of Practice NEWS2 PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries

> Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	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

Catering staff	
Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

No. of staff in post	3
No. of posts vacant	4

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support Break away and conflict resolution Epilepsy Fire safety ILS Data Protection Mental Capacity Act Mental Health Act Code of Practice NEWS2 PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries

> Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
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

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

Service Profile

Service Details

Name of Service	Tydfil House

Telephone Number	01873777199
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh if identified

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	1701
The maximum weekly fee payable during the last financial year?	1741

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?	Annual Surveys completed by advocate and actioned in April Family and Carer survey available, but limited Family/Carer involvement Weekly advocate visits Community meetings, every 3 months, but daily interaction with Management and Key Worker engagement, where personal plans are reviewed and Residents given the opportunity to speak in confidence Regular visits from Care Co-Ordinators and Social Workers/Social Supervisors Monthly Individual Care Reviews with RC for each resident 3 Monthly Responsible Individual visits, where Residents can speak in private Recent CIW inspection where Residents had the opportunity to speak in private Residents are provided with a Service Provider guide on admission which details how to raise a complaint, both internally and externally and aware that they can contact CIW at anytime and also have access to the All Wales safeguarding app, for their phones, which they can use independently

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
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	Garden area to front, side and rear, with a patio area and a driveway, there are borders and plant/vegetable beds, which are tended by residents and staff and also external contractors
Provide details of any other facilities to which the residents have access	Shared kitchen and washing machine/dryer area

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. | • ICRs, Every 1st Wednesday/Thursday every month where Residents can discuss any issues or concerns
• Community meetings, every 3 months and regular management sessions on a 1:1 basis with Residents offered the opportunity to discuss issues with openness and candour, promoting views, choices and empowerment
• Weekly advocate visits and invites to meetings, with both Residents and Staff at Tydfil House, having a great rapport with the Independent Mental Health Advocate. Monthly reports to ABUHB and monthly CCAPS review for Residents from Wales and referrals welcomed from any areas of the UK
• Monthly Care Coordinator visits where Residents can discuss any issues or concerns in private or with home staff present
• MOJ meetings, every 3 months with RC, Care Co-coordinators and Social workers/Social Supervisors
• 1:1 sessions on a daily basis
• Personal centred Care plans reviewed 3 monthly or when identified and at ICRs
• Regular staff and Manager Sessions, including 3 monthly Supervision and annual appraisals, all staff have a full and comprehensive induction
• All new staff are on a probation period to assess competence and suitability for the role
• All staff apart from one new starter are Registered with SCW and have attained or are in the process of attaining relevant qualifications and constantly monitored for fitness to practice
• As RI, both myself and a Compliance Assessment Lead visit quarterly and talk to residents and staff and specifically ask if they wish to raise anything
• Integrated daily multi clinical care notes and shared drive for sharing information with all staff for continuity of information and care
• Good links with SMT, MDT and RI and joint working with care coordinators and commissioners for continuity of information and care
• Home visits actioned
• Residents can furnish and decorate their own rooms
• Residents have keys for both their bedroom doors and safe within their rooms
• All residents have access to the internet via the home Wi-Fi
• All residents manage their own finances
• Management are on call 24/7
•The auditing of medications every month by Management and staff have undertaken their Level 2 Administration of Medication
• Inspection from NHS Wales with a positive feedback and all minor issues identified, rectified, and awarded the 3 Qs
• New Pharmacy services enlisted to ensure safer practices and Governance, with individuals medications, now in separate blister packs
- Regular EPR inspections |

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.	• Personal Plans which focus on the individuals wellbeing • Physical Healthcare plans on the Carenotes system and updated regularly by the specialist nurse and home staff • Weekly advocate visits who is invited to meetings, where Residents can discuss their wellbeing in private • Healthcare services: • GP services • Specialty Nurse • Monthly checks with Home staff, Specialty Nurse and GP with an effective medication programme through the local GP services with staff supporting Residents to be as independent as possible through self-medicating • Dietician who visits the home on an appointment basis • Chiropodist who visits the home on an appointment basis • Diabetic clinic arranged through the GP • Opticians supported by staff if required • Dentists supported by staff if required • Regular bloods for General Health, Lithium, clozapine monitoring, etc • Weight management promoting healthy choices and portion control • OT and Psychological Therapies if identified working with the Home staff • Smoking cessation advice and support • Energy drink reduction with water negotiation • Alcohol and drug discussions and monitoring • I stumble assessment and information • Safe staff levels with limited use of bank staff and no agency usage • Ongoing staff training with all staff having level 3 safeguarding training, the Deputy Manager trained to level 4 and staff trained in PREVENT and have the knowledge to complete IRIS and be aware of how to action any safeguarding concerns, whistleblowing and raise any issues, with Management or Elysium's Safeguarding Lead, Caldicott Lead and the "Speak Up" Guardian • Staff are aware of the Social Services and Well-being (Wales) Act 2014 and the Code of Professional Conduct • Staff encourage Residents in healthy eating and portion control • All residents access local community regularly on a daily basis, independently for food and personal purchases and socializing and with staff if requested • Weekly group food sessions to promote socialisation and normalisation for identified pathway • Visitors are welcomed and encouraged as long as accessed and agreed prior to visit for risk and COVID management • Risks are reviewed every 3 months or if there is a change in risk at any time, via the Risk Matrix on CareNotes • Residents have access to educational services via local colleges and Educational centres • Staff are proactive in promoting access to community gyms etc - Residents are asked about their wellbeing at quarterly RI visits

| The extent to which people feel safe and protected from abuse and neglect. | • Weekly Advocate meetings
• All Residents have a copy of, and access to, the Homes Service Provider Guide, which includes details of how to Complain/Compliment and who to contact if they have any concerns
• Dedicated safeguarding lead, via a Social Worker
• Trusting and therapeutic relationships with Residents for them to feel comfortable in approaching Management or Staff
• Safeguarding information available with Deputy Manager completing level 4 safeguarding and all staff trained to level 3
• Whistleblowing information given and encouraged
• Regular formal and informal supervision
• Professional boundaries training given and information available regarding The Social Care Wales Act 2016 and the Code of Professional conduct
• All staff have enhanced DBS and referenced checked prior to employment
• Complaints book in office and Residents and staff speak to Management on a daily basis, in confidence if they choose and encouraged to be open and honest
• Dedicated "Speak Up Guardian" who is contactable via telephone or email in confidence
• Fire and Emergency drills are actioned and discussed with Residents
• LUNSERS and EQOL completed every 3 months
• PEEPS completed on admission and updated every 3 months or if there is a change in needs
• Risk Matrix updated every 3 months or when there is a change that needs
• Rights read and information given every 3/6 months depending on legal status
• Local Missing Persons Policy compiled with a risk assessment completed for Residents who are allowed overnight leave
- Residents are offered a private meeting with RI at quarterly visits to raise any concerns |

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | • Emergency drills and Fire drills, actioned on a regular basis
• Weekly fire alarm and fire door tests
• Community meetings, every 3 months, and regular management sessions on a 1:1 basis
• RI visit every 3 months
• Personalisation of rooms
• Choice of furniture and paint colours
• New flooring has been fitted with further to be actioned and also new furniture for the lounge has been purchased, along with a new TV
• Involvement in gardening with support from the Maintenance services in Ty Gwyn
• Staff support in independence doing with, not for
• Personal centred Care plans reviewed 3 monthly or when identified and at ICRs
• Staff/Management 1:1 Sessions
• Community meetings to plan and encourage independence in community with bus passes and group activities, have mobile phone on them, charged and credited, with the number for Tydfil House
• Monthly Governance meetings both local and at area level
• Regular visits from Care Coordinator's and Social Workers, with Management providing feedback when identified, CPAs and CTPs and tribunals,
• 3 monthly feedback to the MOJ and monthly MDT
• OT and Psychological Therapies if identified working with the Home staff
• Surveys actioned by Advocate
• Planned community activities based on the Residents interests and choices
• DBS check to ensure all employees are suitable to work in a care setting and references are checked
• All residents access local community regularly on a daily basis, independently for food and personal purchases and socializing and with staff if requested
• Regular group food sessions to promote socialisation and normalisation for identified pathway
• Complaints book in the office and regular informal chats with Management
• All residents have access to the internet via the home Wi-Fi
• Pathways discussed at ICRs, CPAs, CTPs and regular visits from Care Coordinators and Personal Plan reviews
• All residents manage their own finances and have capacity to make relevant choices
• All residents have bus passes and are encouraged to be independent in utilising services and with staff if identified
• Visitors are welcomed and encouraged as long as accessed and agreed prior to visit for risk and COVID management
• Risks are reviewed every 3 months or if there is a change in risk at anytime
- RI feeds back to manager any environmental issues that need addressing at the end of the visit |

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) | 9 |

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

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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution Fire Safety Corporate Induction Epilepsy Awareness Basic Life Support Breakaway Conflict Resolution IG Health and Safety Diversity, Equity and Inclusion Moving and Handling of Objects Prevent Mental Capacity Act and DoLS Elysium Fraud Awareness Infection Control Level 1 Suggestions, Ideas and Complaints The Oliver McGowan Training Safeguarding Adults and Children Security Professional Boundaries

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?	No

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

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	9
No. of posts vacant	1

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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Suggestions, Ideas and Complaints Diversity, Equity and Inclusion Infection Control Level 1 Mental Capacity Act and DoLS Fire Safety Health and Safety Security Safe Administration of Medicines Level 1 and 2 Prevent IG + GDPR Safeguarding Adults and Children Food Safety Level 1 Conflict Resolution Breakaway Conflict Resolution eLearning Corporate Induction Professional Boundaries Epilepsy Awareness Elysium Fraud Awareness The Oliver McGowan Training Moving and Handling of Objects

Contractual Arrangements

No. of permanent staff	9
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)	6
No. of part-time staff (17-34 hours per week)	3
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.	12 hour shifts, 07.30 to 19.45 and 19.30 to 07.45

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2

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