

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:	EMJ & GP Limited	
The provider was registered on:	21/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	EMJ & GP Ltd TA Park View Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/08/2018
	Responsible Individual(s)	Marc Strydom
	Manager(s)	Amy Morgan, Kelly Cuggy
	Maximum number of places	34
	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	The care home has a staff matrix which is closely monitored and is an evolving document where all staff will have a record of training to monitor any outstanding training needs. Training is provided by both inhouse and external providers. Regular local authority contract monitoring supports training whilst helping to identify additional sector needs. All staff are encouraged to undertake QCF training with additional Health and Safety training being reviewed and provided by external companies.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited using the guidelines in the CIW regulations with minimum referencing and DBS checks done before staff start working with residents this is to ensure that they are suitable to work in the Health and Social Care sector. All staff are registered with Social Care Wales with new staff undertaking an enhanced induction based on the SCW Framework. Staff are paid a minimum of the living wages with regular meetings to ensure satisfaction.

Service Profile

Service Details

Name of Service	EMJ & GP Ltd TA Park View Care Home
Telephone Number	01639641861
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	English, Welsh, Thai and Sri Lankan

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	52
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.20
The maximum weekly fee payable during the last financial year?	850.40

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?	All residents and families have regular key worker discussions to talk about their care and how this should be provided in a person centred way. In addition regular in person or telephone updates are provided to families by the registered manager. Regular resident meetings are undertaken as a collective. At staff meetings the best practice and suggestions from key worker assessments are mentioned at the group to see if they may benefit the wider community at the home. New residents are provided with a welcome pack helping to understand what the service offers and to give and introduction to the care home. Handbooks including complaints procedures are available to all stakeholders to ensure an inclusive environment

Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Residents have access to the front patio which includes a small indoor meeting facility this was created during covid and has been requested to be kept as some residents enjoy the facility. In addition there is an enclosed courtyard garden with a number of seating areas.
Provide details of any other facilities to which the residents have access	In house hairdressing

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)	Yes
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.

The users of the service greatly feel that their voices are heard and that they have a choice about their care and support and they feel informed about the opportunities that are available to them. Data is collected when service users first move into the home to build an initial picture of person centred likes and dislikes. Family, social workers and individuals are involved and where family is not available the use of advocates is promoted. Through key worker plans and promoting of activities within the homes continual changes to individuals needs is assessed and care plans updated and changed to reflect the choices of the service user.

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.

Individual service users are very happy with the support that they receive towards their ongoing health, development and wellbeing that is provided both by the home and by through the support of health professionals. The activities that are offered by the homes are varied and are regularly changed to ensure all service users are provided with the support to provide fulfilled and enjoyable outcomes.

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

The homes offers a safe environment for all residents and visitors with staff fully DBS checked, trained and supported to ensure that any concerns or whistleblowing is taken seriously and without recourse.

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

The homes supports individuals wellbeing and achieves the personal outcomes through person centred care and detailed key workers engagement with individual service users which ensures that these are met. There has been a greater focus on how these outcomes can be recorded through a person centred approach.

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)

26

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ACAS courses to increase employment law knowledge

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
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Other supervisory staff

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	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
<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)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	

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?	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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional courses included under umbrella i.e. Health and Safety will include Fire Safety, COSHH QCF/NVQ 3 - Social Care E Learning Training pack containing mandatory 33 courses to support staff development Supervision and Appraisals End of Life (Local Authority Training) UTI Public Health Wales First Aid Oral Care (Local Authority) Fire Marchall and Evacuation Training (Third Party External)</p> <p>A full training matrix is kept for all staff to ensure training is kept up to date</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Staff work a mixed shift pattern with both senior responsibility and care worker responsibility. Staffing is adjusted depending on the needs of the resident s. An average working day in the home will be 5 Staff in Morning (1 being a senior) 4 Staff in Afternoon (1 being a senior) 2 Staff at night after 9pm</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>6</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>15</p>
<p>No. of posts vacant</p>	<p>1</p>
<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>	
<p>Induction</p>	<p>16</p>
<p>Health & Safety</p>	<p>28</p>
<p>Equality, Diversity & Human Rights</p>	<p>28</p>
<p>Infection, prevention & control</p>	<p>28</p>
<p>Manual Handling</p>	<p>28</p>
<p>Safeguarding</p>	<p>28</p>
<p>Medicine management</p>	<p>28</p>
<p>Dementia</p>	<p>28</p>
<p>Positive Behaviour Management</p>	<p>24</p>
<p>Food Hygiene</p>	<p>28</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional courses included under umbrella i.e. Health and Safety will include Fire Safety, COSHH QCF/NVQ 2 - QCF/NVQ 3 - Social Care E Learning Training pack containing mandatory 33 courses to support staff development End of Life (Local Authority Training) First Aid Oral Care (Local Authority) Fire Marchall and Evacuation Training (Third Party External) A training matrix is kept for all staff to ensure training is kept up to date and is relevant</p>
<p>Contractual Arrangements</p>	

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
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)	15
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.	Staff are contracted to an average of 120 hours over a 4 week period (30 hours per week). Across the 4 weeks staff will cover both night and day shifts. This allows for staff to do overtime if they choose and reduces the risk of short staff in the event of illness and holiday cover whilst offering a good work life balance Staffing is adjusted depending on the needs of the residents. An average working day in the home will be 5 Staff in Morning (1 being a senior) 4 Staff in Afternoon (1 being a senior) 2 Staff at night after 9pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	4
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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1

Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
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)	0
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	1
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adavnced Food Hygiene - Level 3

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
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.	Facilities and Maintenance Manager - ensure the home is maintained to a high standard with regular decorating . To ensure that the home is health and safety compliant by engaging and seeing that safety certificates and inspections are done per the regulations Accountant - processing of financial data Training Manager - Oversee the staff training and supporting staff who require registration with social care Wales
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the Trainer where applicable Control of Legionella in water systems

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)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0