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:	Era Living Solutions Limited
The provider was registered on:	05/12/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Era Living Solutions

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/02/2019
Responsible Individual(s)	
Manager(s)	Hazel Marsh
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Cefn Manor

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/12/2018
Responsible Individual(s)	Edgar Thomas
Manager(s)	Hazel Marsh, Marion Reading
Maximum number of places	12
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 service is signed up the Grey Matter provider to record all statutory staff training due, undertaken and in progress. It alerts the manager when staff member needs to complete a module. Individual reports can be produced at any time. External providers are accessed for Face to Face training such as First Aid, and all other training identified as required for on going Continues professional development for each member of the team, including QCF qualifications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Over the past year the company have recruited support workers who have applied directly to the company Also we have used Indeed for recruiting new staff. Staff retention has settled with a full staff team thus providing continuity of care for our residents.

Service Profile

Service Details

Name of Service	Cefn Manor

Telephone Number	01269862146
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	16

Fees Charged

The minimum weekly fee payable during the last financial year?	1099.60
The maximum weekly fee payable during the last financial year?	2986.96

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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 management hold residents meetings to discuss e home produced letters when meeting could not be held due to covid restrictions regarding gatherings. The SOP available for all residents to access . One to one Care planning meeting are arranged with residents to consult with them regarding goals and working towards out comes .

Service Environment

How many bedrooms at the service are single rooms?	12
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	8
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There gated access to the service which has a large courtyard and multiple parking spaces. There is a grassed area with a rotary washing line and and a designated smoking area is provided. Each of the 4 services has access to the outside shared space. The service is surrounded by open countryside, livestock and a pond. There are several outbuildings providing storage and a separate building for garden equipment. Each accommodation has suitable space for outdoor seating.
Provide details of any other facilities to which the residents have access	There are smoking shelter's provided . Access to shared cars for residents to access the community, for shopping and to attend medical appointments and social activities .

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.	When a resident accepts a placement at Cefn Manor they are provided with a welcome pack, this provides information regarding the home the buildings, staffing, the local surrounding areas. Public transport and facility's such as shopping , Doctors surgery, hospitals , and education establishments. Residents are actively encouraged to take the lead in their care planning to ensure that they are receiving the care and assistance that they require to develop their skills and self esteem . We work in partnership with residents care providers to meet the changing needs of each individual. Each individual has a named key worker who will assist with the daily living and personal skills development that they have set out to achieve. The home invites feedback from all stakeholders on the service that we provide. The feedback from residents is vital to the service. Resident's are issued with questionnaires about the quality and effectiveness of the support provision the staff and the service. Questionnaires are provided to each individual to express how they feel about how we are meeting their expectations and what we do well and what we need to develop and improve on. We listen to this feed back and going forward we develop our service to align with the needs of our residents. The voices and opinions of all our stakeholders are valued by Cefn Manor and we strive to deliver a high quality service that listens to each person, while we strive to ensure that Cefn Manor maintains its homely atmosphere. All residents have access to the statement of purpose which provides current information on the home and facility's that they will enjoy and have access to enjoy as a resident.
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.	Cefn Manor is a small residential care home. The structure and lay out of each building that makes up the home is designed to provide the residents with personal living space, but maintaining a small community feel. All bedrooms are spacious with their own ensuite shower and bath rooms. This ensures dignity and privacy. Residents are encouraged to make their room their own each are encouraged to decorate and furnish their room to suit their own style. The residents questionaries that were sent to all In the past year highlighted very positive responses. Comments such as "this feels like home " " I feel safe living at Cefn Manor" The staff at Cefn Manor understand how important the relationship is that people have with their pets, and as such we have welcomed pets into the home. The support that is tailored to each individuals needs includes, health care support, booking and attending appointments with assistance. Social interaction in the local community, interactions with friends and families, support with food and personal shopping , access to education budgeting and pet care. Cefn Manor is home to Missy the Dog and Mervyn the cat

The extent to which people feel safe and protected from abuse and neglect.	The home is found off the main road down a long tree lined driveway. residents report feeling safe and supported protected from the risk of harm. The twenty four hour staffing ensures that they have contact at all time with staff whom they know and whom they trust. All staff are fully trained in safeguarding adults at risk. Staff will endeavour to ensure that residents are protected at all times by working in partnership with safeguarding teams and reporting all concerns and incidents.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	There are sufficient trained staff on duty to ensure that all appointments, social and educational facilities can be attended. Staff have a good rapport with residents and interact appropriately. Any health issues are dealt with promptly and all are registered with the relevant clinicians. Cefn Manor has four main buildings, the Manor house that is home to six individuals, the cottage home to two individuals, the lodge which has two larger rooms each with a small kitchen area to promote independence in developing daily living skills, the Lodge also has a ground floor room and the Mews which is a self contained one bedroom flat. Staff provide 24 hours care and support to all buildings with three staff on wakeful nights. Cefn Manor promotes the independence of all persons and celebrate achievements. We work in partnership with stakeholders to seek a positive move on to independence within the chosen community.

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)	18

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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	safeguarding adults at risk level 2 first aid skills supervision skills for managers IOSH train the trainer manual handling

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?	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid skills

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	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	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid skills face to face class room based

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

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.	There is one senior staff on each shift, the working hours are 0800- 2000 and 2000 - 0800 There are up to six staff on day shifts and three wakeful staff over night.

Staff Qualifications

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

Filled and vacant posts

No. of staff in post	13
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	7
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	1
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid - Face to Face. Manual handling- Face to face

Contractual Arrangements

No. of permanent staff	13
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)	12
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.	Day staff team work from 0800- 2000 each shift five staff work across the buildings. Staff support and assist with daily living skills including medication management, including administration, budgeting, shopping, personal hygiene care of their environment, cooking, education, booking and attending medical appointments. Night staff work 20.00 -0800 three staff work wakeful nights

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8

No. of staff working towards the required/recommended qualification	4

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance person- The role is over see the general maintenance of the buildings internal and external . The grounds of the home to ensure Health and safety with in the home. Ensuring that the fire safety is completed as required and all safety audits are recorded and reported to Management. Compliance Manager - To over see the homes compliance in reporting and recording of information in regards to service delivery and Audits.

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	1
Infection, prevention & control	2
Manual Handling	1
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.	First Aid- face to face

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	2	

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0