

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:	Foel Farm Care Home	
The provider was registered on:	02/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Foel Farm Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	02/08/2018
	Responsible Individual(s)	Louisa-Jane Thomas
	Manager(s)	Louisa-Jane Thomas
	Maximum number of places	6
	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 are fully committed to ensuring that all staff have the relevant knowledge, skills, and expertise to perform their work to consistently high standards. Using a training need analysis, reviewed yearly, based on the required mandatory and service specific courses. Staff can identify their own learning needs through the supervision and appraisal process. Training is a combination of eLearning, and face to face training, procured from local authority, local colleges, and training providers.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We actively promote equality of opportunity for all with the right mix of talent, skills, potential, and welcome applications from a wide range of candidates. We have an ongoing recruitment campaign using different social, media and advertising mediums, local and national. We offer a comparative pay structure and staff benefits include meals provided, paid training and breaks, health scheme as well as professional fees paid.

Service Profile

Service Details

Name of Service	Foel Farm Care Home
Telephone Number	01239710970
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1904.07
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The maximum weekly fee payable during the last financial year?	2310.95
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Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	An important part of our quality programme is to involve the individuals, their relatives, and any visiting professionals. We ask for comments on Foel Farm, the staff, as well as the services we provide using informal methods such as magic moments, photographs, and verbal compliments, as well as the formal medium of a Satisfaction Survey. The Responsible Individual (RI) maintains day to day oversight of the management, quality, safety, and effectiveness of the service. A variety of quality monitoring and auditing tools are utilised to ensure the quality of the service we provide is fully compliant to the legislation.
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Service Environment

How many bedrooms at the service are single rooms?	6
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	1
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How many bathrooms have assisted bathing facilities?	0
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How many communal lounges at the service?	1
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	Foel consists of accommodation around a Farmyard. The Home consists of a large farmhouse situated on the west side, which has single bedrooms for 5 individuals, on the north side a Cottage; a self-contained suite of rooms for an individual or couple, on other adjacent sides of the farmyard are situated the homes of the Business partners. Externally of the home are communal patio seating areas, one with barbeque. The buildings are all set on approximately 100 acres in which, the garden as well as farm fields and woodland, much of which is accessed by the individuals for walks and therapeutic activities; animal husbandry, gardening with a Poly tunnel for producing home grown produce.
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Provide details of any other facilities to which the residents have access	There is a covered outdoor space called the 'games room' which can be used any time for various activities; bowls, darts, pool this has proved very useful during periods of inclement weather.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total communication signs and symbols as well as photographs.

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 use several mechanisms to obtain feedback and hear what is being said to us. Communication board with picture to promote choice, handover and house meetings to promote discussion and raise issues. The most effective is Magic moments, these are collected and correlated into a poster and displayed in the house. As our individuals are mainly nonverbal, magic moments are used as an illustration of real-life examples of how small things, such as our individual help in the kitchen, gives the individuals a sense of value and purpose, as well as providing reassurance that they matter and have something to share. Our Care staff, who share these 'magic moments' with our individuals respond more effectively to their emotional needs and share with our individual the positive effects of the activity. Often, they are also evidence of the interaction of our individuals with each other and provide an alternative side to their relationships from incident forms.

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.

Health and well-being of the upmost importance here at Foel. Carers/Support Workers endeavour to preserve and maintain the dignity, individuality, and privacy of all service users within a warm, homely, 'family', caring atmosphere, and in so doing will be sensitive to the service users' ever-changing needs. Such needs may be medical/therapeutic (physical and mental welfare), cultural, psychological, spiritual, emotional, and social. Individuals and their families are encouraged to participate in the development of their individualised Service Delivery Plans in which the involvement of family and friends is greatly valued. We aim to achieved Health and well-being through programmes of therapeutic activities designed to encourage mental alertness, self-esteem, social interaction with other service users and the community.

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

We work with other organisations to prevent the risk of abuse or neglect. Making sure individuals wellbeing is promoted, taking their views, wishes, and feeling into account. We use any information received to look at the risks to our individuals, referring concerns to local authorities, and taking action to keep the individuals safe.

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

The individual is at the centre of how care is planned and delivered. Their health and care needs are understood, and they are actively involved in planning care that meets these needs. Care, support, and treatment is easily accessible, including physical access. Individual can access care in ways that meet their personal circumstances and protected equality characteristics. Individual and those who support them, as well as staff can easily access information, advice, and advocacy. This supports them in managing and understanding their care and treatment. There is partnership working to make sure that care and treatment meets the diverse needs of Individuals. Individual, their families, and staff are encouraged to give feedback, which is acted on and used to deliver improvements.

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) 15

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 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above. Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.

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?	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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.
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
<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	4
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.
Contractual Arrangements	
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)	3
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 shifts: 9am-9pm, 8-5,8-7, 7-7, 9-7, 7-5, 9-3, 9-5 :5 staff Night Shift: 9pm -9am: 1 staff.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1
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	10
No. of posts vacant	5
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	2
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.
Contractual Arrangements	
No. of permanent staff	6

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	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.	Day shifts: 9am-9pm, 8-5,8-7, 7-7, 9-7, 7-5, 9-3, 9-5 :5 staff Night Shift: 9pm -9am: 1 staff.
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	5
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	0
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	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism Awareness, Mental Capacity, fluid management and record, Violence and aggression, Welsh awareness, stress awareness.

Contractual Arrangements	
No. of permanent staff	0
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
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?	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.	Cleaner/Personal Assistant Admin Assistsnt
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0